



WAREHOUSE & ADMINISTRATION COORDINATOR – CHELTENHAM

WHO WE ARE

Superdry have been making world-class product for over 20 years, and we're proud of it. Our mission is to inspire and engage the contemporary style-obsessed consumer, whilst leaving a positive environmental legacy.

Together with our CEO, we have built a brand that has cut through the global apparel market at record speed, taking market share from brands that have existed for decades.

Our brand direction has never been stronger, evolving American Prep to resonate with a new generation of customers.

We are now on an exciting journey having reset our brand returning to our design-led roots and we are looking for talented people to join us.

THE ROLE:

Working across both warehouse operations and office administration, you will play a key role in ensuring the efficient receipt, storage, and dispatch of goods, while maintaining accurate records and supporting a range of administrative activities. This varied role offers a balance of hands-on and desk-based responsibilities, making it ideal for someone who is adaptable, detail-oriented, and enjoys working in a fast-paced environment.

YOU WILL:

- Receive, inspect, and accurately process incoming deliveries, ensuring all goods are checked against delivery documentation.
- Pick, pack, and dispatch customer and supplier orders in accordance with company procedures and service standards.
- Maintain a safe, clean, and well-organised warehouse environment, adhering to all Health & Safety requirements.
- Accurately label, store, and locate stock to ensure effective inventory management and stock control.
- Safely load and unload vehicles, reporting any damages, shortages, or discrepancies promptly.



careers.superdry.com



- Process and maintain accurate warehouse records, including goods-in documentation, dispatch records, and stock movements.
- Update stock systems, databases, and spreadsheets accurately and in a timely manner.
- Liaise with suppliers, couriers, and internal stakeholders via telephone and email to resolve queries and coordinate deliveries.
- Support purchasing and finance processes by assisting with order raising, invoice processing, and associated documentation.
- Respond to incoming calls and email enquiries professionally, providing timely and effective support.
- Provide general administrative support to the wider team as required by the line manager.
- Contribute to continuous improvement initiatives by identifying opportunities to enhance warehouse and administrative processes.

YOU ARE:

- Experienced within a warehouse, logistics, distribution, or supply chain environment.
- Proficient in Microsoft Office applications, particularly Word, Excel, and Outlook, and confident using stock control or warehouse management systems.
- Highly detail-oriented, with a proven ability to maintain accuracy when handling stock, data, and documentation.
- A confident communicator with strong verbal and written communication skills.
- Well organised, with the ability to prioritise workloads and manage multiple tasks effectively in a fast-paced environment.
- Physically capable of undertaking manual handling activities as part of daily operations.
- Adaptable and flexible, able to balance hands-on warehouse duties with administrative responsibilities.
- A dependable team player who takes ownership of their work and supports colleagues to achieve shared goals.
- Proactive in identifying, escalating, and resolving issues, including stock discrepancies, safety concerns, and administrative queries.
- Experienced in a role combining operational and administrative responsibilities (desirable).
- Qualified to operate a forklift truck, with a valid licence (desirable but not essential).
- Knowledgeable about warehouse Health & Safety regulations and committed to maintaining a safe working environment.

