



Job Description for

Date	March 2026
Position	Stock Controller
Reports to	Inventory Manager
Hours	40 hours per week

Company Vision

"Partner of choice for Auckland's foodservice"

Mission

Delivering Inspiration, innovation, creating culinary magic

Company Values

- Ownership –responsibility and accountability, we own it.
- Quality – in every thing we do, be the best.
- Care – about our people and customers
- People - people and team work drive our success
- Passionate – in all we do

Role Overview

The Inventory & Stock Controller plays a critical role in maintaining accurate, reliable, and compliant inventory records across dry, chilled, and frozen areas. The role supports the Warehouse Manager, Operations team, and Stock Control team by providing detailed investigation, reporting, and corrective action on all stock-related variances.

This position is also a key user of the Warehouse Management System (WMS) and is responsible for ensuring stock movement, bin accuracy, and data integrity are maintained to a high standard. The Stock Controller helps train others in correct WMS processes and monitors compliance across shifts.

The role requires strong attention to detail, strong communication across teams, and proactive follow-up to ensure stock integrity is maintained daily.

Functional Relationships

- Stock Control Team
- Warehouse Supervisors & Warehouse Staff
- Dispatch Team
- Purchasing Team
- Food Safety Coordinator
- Operations & Warehouse Manager

Key Responsibilities

1. Inventory Management & Stock Integrity

- Maintain accurate inventory records for dry, chilled, and frozen categories.
- Investigate and resolve stock discrepancies promptly, ensuring amendments are completed within 24 hours.
- Conduct daily checks of Out-of-Stock listings; verify physically and report changes immediately.
- Support warehouse teams by assisting in locating missing stock across all shifts.
- Complete stock adjustments in accordance with company policy and WMS procedures.
- Ensure FIFO processes and location integrity are reflected accurately in the WMS.

2. Warehouse Management System (WMS) – Accuracy, Compliance & Training

- Maintain high proficiency in the Warehouse Management System.
- Ensure all stock-related transactions (receiving, put-away, bin transfers, replenishment, picking adjustments, dumps, expiry capture) are completed correctly in the WMS.
- Monitor WMS compliance across shifts, identifying incorrect usage and working with supervisors to correct behaviour.
- Train or coach staff in correct WMS processes and data entry standards when required.
- Ensure bin locations, stock movements, and adjustments are recorded accurately and consistently.
- Work with the Warehouse Manager and IT/Systems team to escalate system issues, suggest improvements, and support new functionality rollouts.

3. Stock Counting & Variance Analysis

- Support regular rolling stocktakes across all departments; complete recounts as required.
- Lead variance investigations and provide written explanations for discrepancies.
- Assist with full warehouse stocktakes as scheduled by the Branch Manager.
- Provide regular reporting on slow-moving and near-expiry stock.
- Maintain accurate and timely reconciliations of Missing Stock, Dump Stock and relevant ledger accounts.

4. Food Safety Compliance

- Follow all requirements of Bidfood's HACCP-based Food Control Plan (FCP).
- Work with Food Safety Coordinators on investigations, recalls, or corrective actions.
- Immediately report non-conformances, temperature concerns, or handling issues in line with SOPs.

5. Health & Safety

- Take all practicable steps to ensure personal and team safety under the Health and Safety at Work Act.
- Ensure damaged or unsaleable stock is promptly removed from picking locations and stored correctly.
- Coordinate the clearing of the 'Returns Bin' daily and complete necessary WMS adjustments.
- Report hazards, accidents, and near misses immediately.

6. Team Support & Collaboration

- Actively contribute to a strong Stock Control / Warehouse team culture.
- Provide support or cover for Stock Control colleagues when required.
- Maintain effective communication with Warehouse Supervisors, Purchasing, and Dispatch teams.

7. Customer & Stakeholder Service

- Provide professional and timely service to internal teams (e.g., Purchasing, Sales, Warehouse).
- Build strong relationships with suppliers where stock issues require follow-up.
- Represent Bidfood positively in all interactions.

8. Continuous Improvement

- Recommend improvements to stock handling and reporting systems.
- Participate in projects and initiatives that enhance accuracy and warehouse efficiency.
- Support system, process, or SOP updates and ensure compliance across departments.

Key Performance Indicators (KPIs)

- Inventory Accuracy:
 - System vs. physical stock accuracy meets agreed targets.
 - All stock variances investigated and resolved within 24 hours.
- WMS Compliance & Data Integrity:
 - 98% location accuracy.
 - Accurate completion of all WMS transactions.
 - No repeated data entry errors.
- Stock Integrity:
 - Missing, dumped, and expired stock kept within target limits.
 - Accurate and timely reconciliations completed monthly.
- Food Safety & H&S:
 - All non-conformances reported promptly.
 - No outstanding Food Safety or H&S corrective actions.
- Team Collaboration:
 - Positive feedback from Warehouse, Operations, and Purchasing teams.
 - Demonstrated support for shared warehouse goals.

Person Specification

Skills & Experience

- Experience in warehouse or inventory operations (foodservice preferred).
- Strong understanding of stock control principles and variance analysis.
- Proficiency in WMS or similar inventory systems (advanced user preferred).
- Strong written and verbal communication skills.
- Ability to train and support others in system and stock processes.
- Ability to work under pressure with accuracy and attention to detail.

Attributes

- Self-motivated and proactive.
- High level of accountability and ownership.
- Strong analytical and problem-solving capability.

- Team-focused with a collaborative approach.
- Reliable, organised, and committed to quality.

I accept this position and its accountabilities and I agree to use the systems, to meet the standards and to produce the stated outcome.

Signature: _____

Date signed: _____