

JOB DESCRIPTION

Job title	<i>Warehouse Operative</i>
Reports to	<i>Warehouse Team Manager / Operations Manager</i>
Location	<i>Milton Keynes – Kingston, UK</i>
Key interface	<i>Supervisors/Managers/Operations Manager</i>

Job purpose

To assist in the overall production and dispatch of customer's orders.
To provide accurate and prompt picking, packing and dispatch of goods in line with the orders and paperwork. The job also includes other general duties to maintain the efficient working of the distribution centre.

Key duties and responsibilities

- Receive deliveries of packaging stock, check quantities and store tidily.
- Receive deliveries of bulk stock. Check quantities, record receipt and pass on paperwork to team leader.
- Keep shelves restocked from bulk storage.
- To work efficiently as part of the team to achieve targets as outlined by the manager
- To report any problems or issues immediately to line manager
- Relabel and bar code stock as necessary
- Pick and pack customer orders to achieve agreed turn-round targets and using suitable packaging products
- Dispatch orders with appropriate paperwork. Assist with the loading of lorries
- Keep warehouse and outside forecourts clean and tidy, keeping gangways clear
- To observe and comply with high levels of Health and safety
- To be adaptable and flexible in approach to work

Qualifications and key skills

- Full clean driving license / specific warehouse vehicle licenses/ training certificates (not essential for all roles but please specify if you have these)
- Ability in regular repetitive light medium and heavy lifting
- Attention to detail
- Good standards of numeracy
- Ability to count and read – (in order to complete paperwork)
- Basic computer skills
- Understand and apply Health and Safety Regulations

KPI's

- Total customer satisfaction
- Accuracy / attention to detail

- Total application to team environment

Other Duties

- To apply and practice unit rules and regulations
- To apply and practice Health and Safety instructions and regulations
- To apply all statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it.
- Undertake any other duty deemed reasonable by your manager

Working conditions

Working conditions may include regular evening and weekend work, shift work, working outdoors, and in a highly targeted fast paced environment.

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing,
- ability to stand for long periods of time and/or moving some considerable distance on a daily basis on a hard surface.
- Ability to complete repetitive tasks with few breaks
- An element of lifting - occasional working at height
- Ability to withstand exposure to areas of heat and cold on occasion
- Ability to carry out lifting and carrying will be required also working at heights may be required
- There may be a requirement to come into contact with alcohol and alcohol products.

Additional Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.