

Job Title	Warehouse Customer Co-ordinator
Business Unit	Harrow Green
Department.	Thurrock Operations
Location	Thurrock
Reports to (direct)	Head of Warehouse Operations & Fleet • Relocations

MAIN PURPOSE OF JOB

To act as the central point of coordination for client orders, portals and warehouse operations (Good's in and out of store) at Restore Harrow Green, ensuring smooth workflows and exceptional service. This role is vital to the success of operations, providing accurate and timely administrative support that allows the wider team to meet client needs efficiently. By proactively managing customer requirements and maintaining meticulous records, the Warehouse Customer Coordinator enables seamless operations that underpin the service delivery at Thurrock and beyond.

Restore Harrow Green is a leader in workplace change and specialist relocation services, helping businesses across the UK achieve efficient, stress-free transitions and storage solutions..

KEY TASKS

Order Coordination and Fulfillment

- Proactively manage client orders, ensuring all details are accurately processed and delivered on time.
- Communicate clearly with warehouse teams to keep them informed of upcoming work and priority tasks.
- Liaise with clients to confirm order details and address any queries, maintaining a high standard of customer care.

Inventory Management

- Accurately update container locations in stock control systems to provide full traceability.
- Perform routine inventory checks, resolve discrepancies promptly, and ensure records are up-to-date.
- Managing and updating inventories to accurately report in a timely period for our Customers.
- Inventories updated is key to tie in with an integral part of end of month invoicing which you will be accountable for.

Documentation and Reporting

- Maintain logical and accurate filing systems for all operational documentation.
- Prepare and distribute reports as required to ensure visibility of key operational metrics

Client and Team Communication

- Act as the main point of contact for internal and external stakeholders, responding promptly to queries via phone, email, and in-person where required.
- Provide clear updates to clients and colleagues, ensuring alignment on tasks and priorities.

Quality Assurance and Continuous Improvement

- Ensure all tasks meet quality standards and company objectives.
- Identify areas for process improvement and collaborate with the team to implement solutions.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

Qualifications

- GCSE Maths & English (Grade C or above) or equivalent.

Skills and Knowledge

- Proven experience in a customer-facing administrative role.
- Strong IT skills, including proficiency with stock control systems and Microsoft Office Suite.
- Excellent verbal and written communication skills, with the ability to liaise effectively across teams and with clients.
- Exceptional organizational skills, attention to detail, and the ability to manage multiple priorities.
- Proactive approach to problem-solving and a focus on delivering positive outcomes.

Experience

- Previous experience in inventory management or warehouse operations.
- Demonstrated ability to coordinate tasks and meet deadlines in a fast-paced environment.

Personal Attributes

- Polite, professional, and customer-focused attitude.
- Adaptable, reliable, and capable of working independently or as part of a team.
- Commitment to continuous improvement and operational excellence.

*** The above is not an exhaustive list but an outline of your duties. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

OTHER INFORMATION

- **Work Environment:** The role is primarily office-based, supporting warehouse operations. There may be occasional requirements to visit the warehouse for specific tasks or to liaise directly with the team.
- **Training:** Comprehensive training will be provided on internal systems, stock control processes, and customer service protocols.
- **Career Development:** This role offers opportunities to grow within Restore Harrow Green, with access to training and development programs.
- **Team Collaboration:** You will work closely with various departments, including warehouse staff, customer service teams, and management, to ensure seamless operations.
- **Impact:** This role plays a critical part in the overall efficiency and success of our operations, ensuring that our customers receive the exceptional service they expect from Restore Harrow Green.
- **Travel Requirements:** Travel to other sites may be required from time to time to support operational needs. Advance notice will be provided, and all travel expenses will be reimbursed in line with company policy

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link <https://peopleserviceshelpdesk.restoreplc.com> .