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| **Job Title** | Warehouse Operative |
| **Department:** | Storage |
| **Responsible to:** | Warehouse Manager / Head of Warehouse Operations |
| **Responsible for**: | Warehouse Duties |
| **Liaison with**: | RHG Staff / RHG Customers |
| **Main Tasks and Responsibilities of Job:** | |
| We are looking for an effective Warehouse Operative to manage, receive and distribute client’s assets. Responsible for the day-to-day duties of the warehouse operation at Restore Harrow Green.  You will report directly to the Warehouse Manager.  Ultimately, you should be able to ensure that all warehouse processes are running smoothly and promptly.  Typical responsibilities of the job include:   * Processing & picking orders (from internal and external warehouses when required) * Operating IT Systems (Stock Control, Microsoft Office etc…) * Liaising with internal staff and clients (via Phone, Email and Face-to-face appointments). * Ensuring Quality Objectives and Delivery Deadlines are met. * Prioritising workload and managing time sufficiently. * Administering Stock Control and Stock Checks. * Taking deliveries and ensuring paperwork matches items being delivered. * Warehouse organisation and structure needs to be maintained. * Meeting targets and deadlines set by management. * Attention to detail is crucial. * Ensuring the Warehouse is kept to a clean and presentable standard. * Contributes to team effort by accomplishing results in favour for the company. | |
| Skills and Experience | |
| Qualifications / Requirements   * Full UK Driving Licence (*Required*) * Fork Truck Certification - Reach & Counterbalance (*Required*) * Emergency First Aid at Work (*Desirable*) – Training can be provided.   Skills   * Punctual with good time management skills. * Hardworking. * Proven work experience in warehouse environment. * Proven work experience using FLT trucks. * Comfortable working in a physically demanding role * Good understanding of Health & Safety in the workplace (training can be provided). * Numerical, technical and IT skills. * Good teamwork skills. * The ability to understand the scope of works and to track progress/identify key milestones. * Can deal with change, including flexibility to work extra hours (paid) * Interpersonal skills. * Verbal and written communication skills. * Proactively spot potential pitfalls and overcome. * Be reactive to clients’ orders. * Polite, friendly manner and good communication skills. * Careful and methodical approach to work with logical reasoning. * A trustworthy, honest, and responsible attitude to other people's property. * A strong team player but who can work on his or her own initiative. | |
| **Company Management** | |
| * Continually review internal and external procedures for improved efficiency. * Investigate ways to ensure special treatment is given throughout the organisation to major accounts. * Promote good communications at all levels within the division and be a catalyst for proactive improvement within the team. * Work closely on a day-to-day basis with managers and other team members to ensure efficient communications between departments. * Participate in the weekly review meeting with management, be responsible for follow up actions as agreed. | |
| **Standards:** | |
| * Ensure that all members of the team dress and act to an appropriate standard (correct PPE) to give visitors and clients the correct impression of a quality organisation. * Ensure that Company property is maintained at the highest level and faults and defects are promptly reported. | |
| **Health and Safety:** | |
| * Ensure you always give clients and visitors the correct impression of a quality organisation. To further this aim, it is essential that company property under your control is maintained at the highest level. You need to be aware of your obligations under the health and safety at work act of 1974 and report any faults or defects promptly to your health and safety representative. | |
| **Compliance Responsibilities** | |
| * Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems. * Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager. | |
| **General:** | |
| * The above is not an exhaustive list of your duties and you will be expected to perform different tasks as become necessary towards achieving the overall business objectives of the organisation. | |
| **Hours of Work:** | |
| * 7am to 5pm (1-hour unpaid break) or 9am to 7pm (1-hour unpaid break) * Working to the needs of the business for a minimum of 45 hour across the week. This could include additional hours during the week and some weekend working (overtime paid at flat rate) * Requirement to travel between warehouses depending on the location of the client’s storage (travel expenses will be paid). | |

Job Holder: …………………………………………….. Date: ……………………………….………

Manager: ……………………………………….……… Date: ……………………….……………..