Warehouse Assistant

| Partnership level 10 |
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| **Location:** Fenny Lock  | **Profession:**  |
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| **Reports to:** Section Manager |
| **People Management:** No**Assignment Management:** N/A |
| **Job description (critical purpose)**To work as part of a team delivering the department objectives of having the right stock, in the right place, at the right time. To follow Standard Operating Procedures (SOPs) to ensure the Service Level Agreements (SLA) and Key Performance Indicators (KPI) are met. To take ownership for their department’s operational success and their own personal development.As a Partner in a unique business, you will share in the responsibilities of ownership as well as its rewards. Partners in the business deliver this through the following commitments:* **Taking responsibility for our business success**

We take responsibility to deliver the right experience for all customers and generate profits for us all to share* **Building relationships powered by our principles**

We build relationships based on honesty, respect and encouragement. We expect these behaviours of each other and demonstrate them at all times* **Creating real influence over our working lives**

We take opportunities to develop ourselves, balance work and life priorities and offer personal support |
| **Primary Outcomes & Accountabilities****Role Specific*** Follow standard operating procedures (SOPs) accurately and consistently
* Promote, develop and deliver outstanding customer service
* Handle and store stock correctly and accurately to maximise stock availability and reduce wastage caused through damage
* Use relevant systems and equipment effectively, eg internal two way radios
* When required, demonstrate flexibility across the site to enable business targets to be achieved
* Participate in continuous improvement (CI) activities to assist with problem solving and process improvement to achieve KPIs
* Look for opportunities to contribute towards branch initiatives
* Support Section Manager with ideas and suggestions to support operational planning
* Maintain high housekeeping standards across the areas you work
* Attend and participate in communication meetings and briefings including democratic activity.
* You will be expected to use MHE (at least ROPT/LLOP)
* This role necessitates the ability to see clearly at various distances to safely operate machinery and effectively read and understand signage. - This can be with the use of glasses if required.

**Contribute to a safe working environment** * Apply health and safety management standards evenly and effectively across the department, thus creating and enabling a safe working environment and also meeting any legislative requirements indicated by the products and/or equipment you work with
* Be aware of and adhere to all ISI policies
* The site holds items which may require a two person lift

**Personal*** Develop and communicate improvement ideas to all management levels
* Motivated to drive self development using all available resources to achieve success
* Maintain an active Personal Development Plan (PDP) to achieve your agreed objectives, both ‘business’ and ‘personal’
* Mentor peers to ensure that best practice is shared
* Participate fully in the branch and Partnership’s unique co-ownership culture, embracing the Partnership Commitments and demonstrating them in own behaviours.

***ALL PARTNERS:*** *Act in accordance with the Partnership’s purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.****ALL PARTNERS:*** *Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession****ALL PARTNERS:*** *Take responsibility for actively engaging with change* | **Measures of success*** Achieve individual KPIs across agreed related departments (wastage, overall work rate OWR, accuracy, absence)
* Achieve minimum standard for department work measure
* Cross trained / multi skilled in agreed areas
* Adherence to standard operating procedures (SOPs)
* Ensure Mandatory training is kept up to date
* Active personal, and professional contribution goals in line with Basic expectations.
* Absence target of <3%
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| **Qualifications & Experience**  |
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| **Essential:** **Desirable:**Previous warehouse experience  |

| **What you should know about the job** |
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| This role operates over a rotation shift pattern working any five days in a seven day period. No CRB check required. |
| **About the role** |
| This is a physically demanding role which would also require flexibility to work across different departments within the operation and would best suit an individual who enjoys working as part of a team. |