

Warehouse Operative

Job title:	Warehouse Operative
Function:	To aid in the handling of goods from receipt to dispatch in a time sensitive and orderly manner. At all times ensure the integrity of products you and handling and be customer focused.
Lines of Communication:	<ul style="list-style-type: none">• Upwards – Warehouse Manager• Laterally – Warehouse Operatives and Production Operatives
Responsibilities:	<ul style="list-style-type: none">• Upwards – Warehouse Manager
Hours of work:	Minimum of 42.5 Hrs between the hours of 06:00 – 18:30

Duties

1. Ensure Health and Safety rules, policies and safe systems of work are adhered to and followed at all times.
2. Carry out inspections of all machinery and Mechanical Handling Equipment, document and report defects to your line manager.
3. Ensure all matters regarding Health and Safety are communicated and reported appropriately (i.e. near miss and accident reporting).
4. Maintain the highest standards of housekeeping within the warehouse and the surrounding areas.
5. Carry out your duties in line with Towers policies, ISO procedures and approved training guides.
6. Ensure compliance with the company Environmental Policy.
7. Use the correct IT / system and scanning processes when carrying out your duties as per the training guides and procedures, ensuring all problems are highlighted to your line manager.
8. Support in maintaining the Global Operations Key Performance Indicators (KPI's) by meeting and exceeding the company targets set for the individual activities.
9. Goods in: -
 - Unload delivery vehicles and ensure the timely and accurate receipt of all items into the warehouse and report any discrepancies that may arise during the checking and labelling activity.
 - Carry out the timely and accurate put-away of stock items as required in line with the ABC classification criteria and local storage principles.
 - Transact customer returns and either return products to stock, supplier or dispose.
 - Carry out stock checks

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10. Goods Out: -
 - Carry out timely and accurate picking of sales orders, works orders and transfer orders.
 - Check picked orders for accuracy (Quantity, size and colour) and product and supplier packaging defects.
 - Pack products to ensure the integrity of the order through to the end user.
 - Create delivery notes for sales orders ensuring, the delivery note created is equal to the items being despatched.
 - Create carrier labels using the company computer system ensuring the labels are applied to the correct parcels.
11. Other Duties: -
 - Operate the heat seal and embroidery machines assisting in the production of finished garments.
 - Ensure all essential tasks ("A") assigned to you are completed daily, weekly and monthly as required.
 - Carry out any other additional duties that may be required ensuring H&S and quality procedures are followed at all times.

ROLE PROFILE

Key responsibilities and approximate time split:

The key responsibilities for the role are included here and grouped under the following three headings to give a feel for the emphasis and percentage split of the job:

• Internal Team	10%
• Supply Partners	45%
• Customers	45%

Personal Attributes:

- Customer focused
- A good understanding of stock control principles
- Experience of working in a busy fast paced environment
- Target driven with the will to succeed.
- Disciplined in following process
- Good communicator.
- A "can do" attitude.
- High levels of attention to detail.
- Familiar with the use of Computers.
- Team player.

Business Focus

Meeting business needs:	To receive, pick and despatch the company’s products ensuring Safety, Quality and Delivery Performance are achieved.
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People Focus

Managing relationships:	Seeks to build and maintain professional relationships with all Tower employees, clients and suppliers.
Communication: verbal/written	Chooses the most appropriate method to communicate effectively with Tower employees, clients and suppliers.

Personal Focus

Personal organisation:	Sets priorities to achieve personal and business targets.
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Change Focus

Adaptability:	Responds positively to the changing needs of the business and its clients by adapting behaviour to maintain effective performance.
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Analytical Focus

Information gathering:	Seeks to obtain all relevant information when dealing with tasks to be able to complete the task to the highest possible standard and in a timely fashion.
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Quality Focus

Thoroughness:	Works logically and accurately, ensuring the highest levels of attention to detail.
Quality Conscious:	Consistently work to a high standard and works with the team to improve current working practices and processes.

The Skills required for this role:

- **Manpower** Actively work with all Tower employees and suppliers with a focus on maintaining the smooth running of the business.
- **Methods** Maintain an efficient approach to tasks to ensure that outputs meet the needs of the business and its clients.
- **Money** Ensure product integrity and condition at all times.



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■ Minutes

Accuracy, application of logic and prioritisation of tasks: daily, weekly monthly and periodically as and when required.

■ Machinery

Work in accordance with Tower health and safety policies, and IT/Internet policies and procedures.

Last updated: August 2021

