

Warehouse Operative- BBW

Role & responsibilities.

PURPOSE	
<ul style="list-style-type: none"> Why does the job exist? 	<p>To deliver our stores an exceptional level of customer service by accurately and efficiently picking, packing and dispatching store orders. Other work areas include the replenishment of stock, receipt of goods from our suppliers and the accurate counting of stock to maintain perpetual inventory.</p>
REPORTING RELATIONSHIPS	
<ul style="list-style-type: none"> Reports to which role? Supervises which role(s)? Peer Relationships 	<p>Reports To: Warehouse Operations Manager Warehouse Supervisor</p> <p>Supervises: None</p> <p>Peers: Warehouse colleagues</p>
ACCOUNTABILITIES	
<ul style="list-style-type: none"> Describe all the core outputs of the job. The key areas in which results must be achieved 	<ol style="list-style-type: none"> To demonstrate all of the characteristics of Booths outlined in the Company Purpose – generous, warm, caring, uncompromising, bold, innovative and winning. To deliver a high level of customer service by delivering a warm northern welcome to every customer each and every time. To assemble orders following company procedures working within the guidelines of the SOP (Standard Operating Procedures). To report any near misses, personal injury, accident or damage to any company equipment or machinery to the on duty supervisor. Ensure effective stock rotation and report to the Supervisor any goods that are out of date code or damaged in any way. To observe and assist in the security of the warehouse environment. To ensure activity undertaken ultimately contributes to internal and external customer satisfaction. To undertake the necessary training and any relevant refresher training in order to maintain effectiveness in your role and to carry out your role in a safe and efficient manner. To achieve and maintain professional standards across all aspects of the role and present a smart, respectful and professional image at all times. To avoid stock damage in line with company procedures.

	<p>11. To ensure compliance with Company Procedures and Legislation relating to Health & Safety at all times.</p> <p>12. To assist in achieving the department's specific strategic objectives.</p> <p>13. To help promote and encourage the spirit of teamwork within the logistics areas and ensure support of your colleagues.</p> <p>14. To be prepared to work flexibly including early morning, evenings, core days, weekend (in line with your outlined availability).</p> <p>15. To undertake any other duties within the Warehouse as reasonably directed by management in the interests of customer service and efficiency.</p>
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> Identify the most significant internal and external relationships 	<p>Internal: Warehouse Operatives</p> <p>External: None</p>

All employees are also responsible for complying with their duties and responsibilities under both national legislation and Booths Company policies regarding Health and Safety and Data Protection.

I understand and accept the accountabilities of this role.

Employee Signature _____ Date _____

Criteria

Criteria	Essential/Desirable
Qualification	
GCSE Maths & English grades A-C or equivalent	D
Health & Safety Level 2	D
Knowledge	
Warehouse background	D

Knowledge of warehouse practices and procedures	D
Statutory regulations with regard to Health & Safety and Food Hygiene	E
Knowledge of Company policies and procedures	D
Knowledge of company organisation structure	D
Skills	
Ability to communicate verbally in a clear and effective way and in a manner appropriate to the situation.	E
Ability to understand and to follow written instructions/documentation.	E
Ability to plan and organize work effectively and efficiently adhering to deadlines.	E
Ability to cross check numerical information.	E
Character	
Impactful	E
Innovative	E
Courageous	E
Uncompromising	E
Responsible	E
Caring	E
Warm	E
Authentic	E