

Role Profile

Date:	August 2019
Post holder	
Role Title (& hours)	<p>Warehouse Operative (folding, packing and unpacking of <u>Student</u> graduation gowns & related academic products)</p> <p>Standard hours: 0700-1600 Monday to Thursday with a 30-minute lunch break, and 0700-1300 Friday (Friday afternoons to be worked on a rota basis). Overtime (for which additional pay will be given) may also be required in times of high activity. During certain peak business summer and winter periods, shift patterns may be required to be worked (including some weekends) for example a rotating four days on; four days off pattern (40 hours worked over four days instead of a five day week with four day breaks in between instead of two)</p>
Reporting to	Supervisor/Manager
Role purpose	To work as part of a busy team preparing for the distribution of customer orders in a professional and efficient way. Various tasks will be required in order to contribute towards the efficient running of the Warehouse, based on the changing requirements of the business.

Key accountabilities or main areas of responsibility	
Folding/Packing duties– according to correct process as instructed during induction	<ul style="list-style-type: none"> • According to requirements on tickets detailing customer orders for each institution, source the required products (correct size of gown, and appropriate hood and mortar board). • Use computer (ERMC database) to ascertain special requirements (of customer) • Update the system under Notes to specify ‘packed as requested’ • Fold garments appropriately and attach the relevant ticket • Take responsibility for the quality and efficiency/pace of own work (normally batches of 30 gowns to a hamper; 50 hoods to a tray), prior to obtaining the signature of Supervisor • Ensure garments are in the correct size grouping prior to packing and use initiative to pre-empt problems
Unpacking duties	<ul style="list-style-type: none"> • QC all items on return from ceremonies, send for cleaning/repair if required to ensure goods will be of the required standard when being sent out again. Return to correct storage area.
Other duties/ requirements	<ul style="list-style-type: none"> • Take on all other duties as required within the Packing section, such as helping the Hoods, Hats or Spares teams, folding hoods and gowns etc. • Moving/wheeling and manual lifting of hampers and trays is required, either on own or in assisting others • Assistance with other section duties as required (e.g. Dispatch), helping with stock take, tidying workspace etc. • To undertake any training as required and have the ability to learn and work in a multi-skilled warehouse • To take responsibility for self and others in line with the Company Health & Safety policy • To use any company equipment in a safe manner

Computer/admin	<ul style="list-style-type: none"> To access & use the appropriate systems to enable accurate and speedy packing of orders based on customer requirements, updating orders when packed
General	<ul style="list-style-type: none"> Professionally train others – temporary staff in peak business periods and permanent colleagues as and when required in order to share knowledge and cover for others' absence as appropriate.

Role Dimensions/Factors	
Financial (money-related)	Non-financial
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Quality Control Internal customer Service Communication with other sections and depts., as required for the smooth operation of the business

Contacts	
External	Internal
<ul style="list-style-type: none"> Visitors 	<ul style="list-style-type: none"> Warehouse Supervisors and Managers Permanent and temporary Warehouse colleagues Other sections and depts., as required for the smooth operation of the business

Role Related Expertise at selection – Qualifications, skills, knowledge and competencies
<ul style="list-style-type: none"> At least 1 year's experience within a similar Warehouse function and able to demonstrate all required aspects of the Packer's role without supervision
<ul style="list-style-type: none"> Attention to detail and checking of instructions , completing high quality work within expected timescales
<ul style="list-style-type: none"> Basic computer skills and ability to learn new skills and techniques quickly
<ul style="list-style-type: none"> Manual handling knowledge/previous training useful
<ul style="list-style-type: none"> Demonstrate consistently high work ethic, pro-actively looking to improve productivity and help others as/when directed
<ul style="list-style-type: none"> Show mutual respect of colleagues and internal customers, communicating with all levels in a professional and clear way
<ul style="list-style-type: none"> Be focussed and committed to your duties/work and show common sense in the event of a problem arising, escalating to your supervisor/ a manager at the appropriate time
<ul style="list-style-type: none"> Be willing and enthusiastic about trying new methods of working as the Warehouse continues to develop/accommodate changing business and customer requirements
<ul style="list-style-type: none"> If training and/or assisting others, actively listen and remain calm and clear in sharing knowledge and explaining/showing processes

Definitions of Expected Company Standards:-	
Customer Service (internal & external)	<ul style="list-style-type: none"> • Be energetic & positive, with a 'can do' attitude towards customers at all times • Solve customer issues/queries quickly, keeping them informed of progress • Anticipate customer needs, taking steps to avoid potential problems • Actively contribute ideas to improve customers' experiences within your area
Team Working	<ul style="list-style-type: none"> • Work with others to achieve the best practical outcome for the business • Promote team work and knowledge sharing • Contribute to the delivery of department plans, service levels and team results • Help to create an environment of trust amongst each other
Communication	<ul style="list-style-type: none"> • Listen to and consider ideas and views from others • Treat all team members fairly and with respect • Take on board constructive criticism/feedback • Demonstrate sound judgement when dealing with confidential information
Reliability & Flexibility	<ul style="list-style-type: none"> • Approach your work in a professional, level headed & consistent manner • Complete high quality work within expected time scales • Show willingness and enthusiasm to try new methods of working • Avoid issues happening again by learning from mistakes

I acknowledge receipt of this role profile:

Signed

Date