

# between the lines

*A multi-award winning Gift and Card retail business with 12 stores across the South East, specialising in beautiful gifts for friends, family and the home as well as unique art cards and gift books*

## Senior Stock Processor/Relief Driver - HEAD OFFICE, CHICHESTER

Are you:	Do you have:
positive, calm	a big sense of team spirit
great at communicating	integrity
genuine and honest	loyalty
dedicated and committed	a sense of urgency
careful and accurate	a fun sense of humour
willing, flexible and efficient	

Do you believe:
in working together with a common purpose
in working in an environment that is happy, busy, dynamic and deadline driven
in making a difference
in flying high rather than scraping by

### Main Duties & Responsibilities:

To support the Warehouse Manager with the operation of the warehouse so that it provides an efficient service to our stores of a timely and accurately processed and priced supply of stock. You will carry out all duties as instructed by Management, in order to ensure that the warehouse team accurately adheres to Company systems in order to maximise the efficiency of our stock supply chain. The role will also include covering our delivery driver when necessary.

### Reporting To

Warehouse Manager

### Key Result Areas

- Team and Driver Management
- Stock Processing & Quality Control
- Distribution of Branch Requirements
- Disposal of Warehouse and Store Waste

- Web Orders
- Security
- Stock Control
- Accurate data entry as required
- Personal Appearance/Manner and Attitude
- Housekeeping
- Training
- Health & Safety
- Relief Delivery Driver Duties

### **Team & Driver Management - In the absence of the Warehouse Manager**

- To manage the team efficiently and with ultimate control
- To ensure your team are aware of the daily, weekly, monthly tasks
- To ensure your team are flexible and supportive of the business needs
- To ensure the Driver is aware of the delivery routes throughout the year, these can change from time to time
- To ensure the delivery logs are signed off by the Driver
- To ensure the Driver is completing the mileage log
- To ensure the Van is monitored and all H&S checks are completed
- To ensure the driver delivery log is being completed
- To ensure the team are suitably dressed and fit for work

### **Stock Processing & Quality Control - In the absence of the Warehouse Manager**

- Be responsible for the receipt of all warehouse deliveries, ensuring that delivery drivers unload deliveries onto transportation dollies.
- Printing of Purchase Orders and item labels promptly ready for the Processing Team.
- Prioritising of the orders in the warehouse each day after discussion with the Supply Chain Coordinator.
- Oversee (and take part in where necessary) the checking off of orders against Purchase Orders and pricing of merchandise.
- Closely monitor and be responsible for stock in the replenishment area to ensure that the correct procedures for stock storage are followed at all times.
- Ensure that warehouse picks are performed in accordance to the daily work schedule maintaining their accuracy.
- Monitor the scanning area in order to ensure that the correct procedure for the creation of Sent Transfers is followed at all times with minimal errors.
- Liase with the Warehouse Manager and/or the Operations Manager regarding delivery errors and ensure that these are followed up appropriately with the warehouse team, with a view to NOT repeating the same mistakes
- Ensure that all merchandise received into and leaving the warehouse is of the highest possible quality. Any queries regarding this should be directed to the Supply Chain Coordinator or the Product Director as appropriate.
- Be responsible for the receipt of goods into the EPOS system and create transfer slips appropriately. Liase closely with Supply Chain Analyst concerning any discrepancies in order to ensure these are promptly dealt with.

## **Distribution of Branch Requirements**

- Print out list of Branch Requirements each week and distribute to the stores.
- Liaise with H/O with regard to any exceptions and report any stock shortages in order to ensure they are re-ordered to the warehouse.
- Be in contact with the Visual Merchandiser or Product Director to ensure that any deliveries of merchandising equipment are split to the stores as appropriate.

## **Disposal of Warehouse and Store Waste**

- Ensure that all warehouse recyclable waste is prepared appropriately for the collection Company.
- Keep up to date with training requirements for the QCR Baler machine and ensure that only those members of the team who have been properly trained are using it.
- Dispose of store waste if required by Delivery Driver.

## **Web Orders**

- As orders to the website increase, arrange for orders to be picked and packaged appropriately as required by Web Manager.

## **Security**

- Maintain the necessary safeguards to protect Company cash and stock
- Be responsible for ensuring that all warehouse specific doors and windows (window locks) are secured/locked at the end of each day and are switched off before leaving.
- Ensure the team is aware of the emergency exits in use in the warehouse and ensure that any keys required for their use are in place at ALL times.
- Ensure the team's personal belongings are safely secured
- Ensure Company security procedures are followed at all times the warehouse team

## **Stock Control**

- Ensure all orders are accurately checked and discrepancies reported to Management
- Perform both regular and ad hoc checks of warehouse stocks in liaison with Supply Chain Analyst and Supply Chain Coordinator.
- Meeting with the Supply Chain Analyst or Operations Manager on a regular basis to discuss stock processing errors and ways of eradicating them.

## **HR**

- Arranging cover for staff members who are on holiday and relay this information to HR
- To ensure you have adequate staffing levels at all times
- Complete time sheets for all team members on a daily basis and sign them off at the end of each pay period.

## **Personal Appearance/Manner & Attitude**

- Maintain your appearance to Company standards, including personal hygiene
- To be friendly and approachable at all times
- To be able to communicate with all other staff in a relaxed and friendly manner

## Housekeeping

- Follow the principles of good housekeeping, handling stock and equipment with care at all times
- Be responsible for keeping warehouse and utility areas tidy
- Make sure you take responsibility for keeping all communal areas clean and tidy at all times i.e. lunch area

## Training

- Participate in all training sessions as requested and be open to learning new procedures

## Health & Safety

- Be aware of your responsibilities under the H&S Act
- Know and carry out when necessary the fire, accident and reporting procedure
- Use common sense and report any hazards to the Warehouse Manager

The overall aim of this role is to support the Warehouse Manager make sure the warehouse is run efficiently and prioritised accordingly. The warehouse needs to be one step ahead at all times with planning and organisation being critical to this role.

## Relief Delivery Driver

In the role of Senior Stock Processor you will be expected to cover any days our main Delivery Driver is absent to fulfill our delivery schedule as necessary. This would normally be in instances of holiday and sickness but will also be when we have our busy seasonal trading periods like Christmas.

## Key Result Areas for the Relief Driver

- Safe transport of ALL stock and merchandise across designated delivery routes
- Transport and disposal of store waste across designated delivery routes
- Keyholder
- Security
- Stock Control - transport, check in and off - log signatures
- Housekeeping - keeping the van clean and tidy - Monday - Vehicle checks & Washing
- Health & Safety

Further information with regards to the Relief Driver will be discussed at interview. It is essential that you have a **valid full and clean driving license** and that you are able to prove you have previous experience of driving a Van.

You will need to assist in any other reasonable duties that will be asked of you on a daily basis. You will be expected to participate in weekly management meetings at Head Office in the absence of the Warehouse Manager.

## Hours of Employment

You will work a 40 hour working week and will be required to work between 9:00am and 5:30pm each day (Half hour break at lunchtime). This will change to 08:30 to 5:00pm when covering for the Warehouse Manager.

Extra hours over and above your regular hours of employment will be required from time to time to cover for seasonal trading peaks, holidays, sickness and any other unforeseen emergencies. This WILL include some Saturdays and Sundays, particularly in the run up to and during our busy Christmas period.

A key requirement of this position is the flexibility to be willing to work extra hours (either earlier or later than your shift) and this will sometimes be required at short notice.

One week's written notice is required of any doctor/hospital appointments etc. to be handed to HR.

This position carries a six-month trial period, during which either side can give one week's notice of termination of employment.

**Remuneration:**

**£7.50** per hour Monday - Saturday

**£9.00** per hour Sundays & Bank Holidays

Paid pro-rata holiday entitlement of 5.6 weeks (incl. Bank Holidays)

Company pension scheme

25% Staff Discount

For further details please call Helen Philippe on 01243 217500

Please note that more information about our company can be found on our website at [www.between.co.uk](http://www.between.co.uk)