



## JOB DESCRIPTION

<b>Job Title</b>	Warehouse Assistant
<b>Business</b>	Havwoods Limited
<b>Location</b>	UK
<b>Reports to:</b>	Warehouse and Transport Manager

<b>Business Background</b>
Established in 1975, Havwoods' commitment to quality, expertise and service has made us Britain's foremost wood flooring company, supplying architects, specifiers and individuals around the world. Havwoods operates in the UK, Australia and North America with distribution partners and showrooms throughout Europe and Asia. Havwoods is an SME with big ambitions. Consolidation of its UK operations and growth of its global strategy are its key goals over the next 5 years and this role is key to making that a success.

<b>Primary Purpose of Role</b>
To contribute to the warehouse team's responsibilities for the accuracy of stock inwards and goods dispatched to the end users through the diligent attention to warehouse process, systems and safe working practices.

<b>Values and Behaviors</b>
<b>High Performance &amp; Results Driven</b> – Strive for growth & rising to the occasion
<b>Best Quality Always</b> - Continuous improvement and innovation
<b>Inherent Integrity</b> – Acting ethically and morally with respect to those around us
<b>Cohesive Collaboration</b> – Encouraging, motivating, and holding the team accountable
<b>Havwoods Heart &amp; Soul</b> – Passionate about our customers design aspirations

<b>Compliance:</b>
<ul style="list-style-type: none"><li>• As a Brand Ambassador, must be positive and respect Company Mission and Values at all times.</li><li>• Respect fellow Team Members.</li><li>• Perform all duties in an efficient, professional and courteous manner</li><li>• Professional work ethic. Lead by example including regular and punctual attendance, obedience, loyalty and honesty to management always.</li><li>• Being fanatical about upholding of the company brand.</li><li>• Undertake additional hours to complete tasks, as appropriate.</li><li>• Regular KPI reporting to Management</li><li>• Ensure adherence to safe operating procedures and workplace health &amp; safety obligations.</li><li>• Ensure compliance with all Workplace legislation and Company policies and procedures</li></ul>

### Key Responsibilities/ Accountabilities

- Consistent stock to pickface accuracy – handling goods in, unloading and checking inbound stock quantities and into the right pickface location
- Correct processing of delivery notes to notify Supply Chain of goods in
- Consistent stock picking accuracy, calculation of correct stock for the order
- Banding & wrapping of outbound products to the correct specification
- Consistently follows procedures for safe usage of machinery – (general packaging equipment)
- General Health & Safety responsibility as a member of the team, wears the correct PPE at all times
- There may be a requirement to work away from your home facility for sustained periods of time, this may be in your own country or supporting other global divisions within the group, this will be pre-arranged and agreed between yourself and the company.
- Ensure H&S and HR Training Courses are up to date

### Key Performance Measures

- Safety record
- Stock to pickface accuracy
- Stock picking calculation accuracy
- Stock picking & packing productivity rate
- The numbers of customers affected by errors in picking or dispatch process

The business has ambitious growth plans as a member of the operations team it is expected that we provide the sales team and customer services with the full support required to grow the business and exceed all business expectations month on month, we are constantly striving to meet and break all previous company records on a daily, monthly and yearly basis

**Skills, Experience & Qualifications**

The successful candidate will have strong and persuasive communication skills which will require excellent customer service skills and have the ability to build good rapport with customers.

The candidate must have an overriding passion to strengthen the Havwoods brand and reputation, these include:

- The ability to communicate verbally
- Good with numbers and calculator skills
- Follows structured process and instructions easily, without deviation
- A good team player, willing to be flexible and support team members to achieve a common goal for the customer or the business
- Needs to be comfortable using IT at a basic level as a minimum
- Fork Lift/Counterbalance and Reach truck license is desirable
- Need to be physically fit and have a preference for a manual, process driven role
  
- Creating efficiencies
- Supporting Teamwork
- Applying numbers and statistics
- Coping with setbacks
- Adapting to change

**Benefits & Rewards**

- Attractive salary package to commensurate with experience + respective Bonus Incentives
- Long term employment stability and ongoing business support and Training
- Career advancement opportunities in a growing business.

**Key Relationships**

Internal	<ul style="list-style-type: none"> <li>• Transport Admin office</li> <li>• Sales</li> <li>• Supply Chain</li> </ul>
External	

<b>Role Description Approved By</b>	Andrew Barnes
<b>Date</b>	29-Jul-19