

## My Role: Warehouse Operative (Ungraded)

## My Manager: Section Supervisor

**My Purpose:** Our Society enjoys the benefits of owning and operating its own Distribution Centre's which provide a consistent, smooth and uninterrupted supply of chilled and ambient products to our food store estate. As a Warehouse Operative you will join a team who work hard behind the scenes receiving goods into the warehouse, picking customer orders and preparing orders for delivery to our stores always striving to deliver excellent customer service standards

### What I do

#### Most of my time will be spent

- Receive products into the warehouse
- Pick all products requested accurately safely preparing loads ready for dispatch
- To work efficiently and effectively as part of a team
- To maintain high levels of Health and Safety standards
- Loading goods for dispatch
- To keep work area clean and tidy including outside areas
- To achieve the targets and job standards set out by the Supervisors/Managers
- To be adaptable and flexible in your approach to work
- Always follow correct operating procedures for Manual Handling Equipment
- To undertake any other ad hoc duties or projects as requested by the reporting manager
- Unloading outside Hauliers

### How I do it

#### Most of my time I'll show the following skills and behaviours

- Commitment to team work
  - Desire to do and be my best
- And most importantly:
- I'll show the Co-operative values and behaviours in all I do

### When I get it right

- Customer satisfaction
- Achieves key performance indicators
- Adheres to policies and procedures
- Flexible with working hours/days
- Standard of hygiene within the work environment
- Enthusiastic approach to workload

### Who I'll interact with

- Distribution colleagues

### What I need

#### Essential

- Numerate and literate
- Ability to follow instructions
- Ability to work under pressure and to deadlines
- Ability to work as part of a team
- Can do attitude

#### Desirable

- Experience working in a Warehouse environment
- Reach or Counterbalance licence

### Values

- |                     |           |
|---------------------|-----------|
| Co-operation        | Democracy |
| Self Help           | Equity    |
| Self Responsibility | Equality  |

