

# Job Description



<b>Job Title:</b>	Warehouse Operations Apprentice
<b>Reports to:</b>	Shift Manager / Supervisor
<b>Grade:</b>	Apprentice Grade
<b>Date:</b>	2019

## 1. Job Purpose

The Warehouse Operations Apprentice will work as part of the team to ensure that goods are picked and packed to the highest standards, in a timely and efficient manner, to be delivered to customers.

Warehouse operatives undertake a range of duties including loading/unloading of vehicles and selecting, picking and packing customer orders, ensuring goods are ready for dispatch on time.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague.

## 2. Organisational Structure

Not applicable

## 3. Dimensions

No Accountability required as this is a training role.

## 4. Principle Accountabilities

- Accountable for undertaking college work and a positive outlook to learning with an outcome of NVQ Level 2 qualification

*An apprenticeship is a learning role, therefore, all the below are tasks rather than accountabilities. Full training will be given.*

- Ensure that orders are picked accurately and to the highest quality from individual pallet labels or pick sheets, maintaining high levels of customer satisfaction
- Ensure accurate labelling of goods, parcels and shrink wrapping of finished order pallets
- Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved
- To visually quality check all products and parcels handled
- Safely and efficiently load and unload items into and from vehicles

- Receive goods into the business and accurately place goods in storage locations
- Carry out general housekeeping duties as required, with recognition and understanding of 'work tidy' policies that are in place, ensuring work areas are kept clean and tidy
- To work in a team-based environment where all managers and employees work together for the good of the business
- Demonstrate a willingness to work flexibly in response to service demands, as agreed with the line manager
- Work in line with and maintain high levels of health & safety, ensuring you adhere to all relevant legislation (H&S, Hygiene etc) and that any violations are reported to a line manager
- Correct care and safe use of all company equipment including FLT, pallet trucks and man riders (once authorised and trained to use the appropriate equipment)
- To keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post

## 5. Planning and Organising

- Timekeeping and punctuality in line with departmental requirements
- With direction from the line manager completing allocated tasks in a timely manner

## 6. Decision Making

No accountability required as this is a training role.

## 7. Internal and External Relationships

- Building relationships with colleagues at YPO
- Contacts appropriate to the department
- College Tutor
- Apprentice Manager

## 8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
<b>Knowledge</b>			
GCSE or equivalent Grades A*-F (Grade 2 and above) in Mathematics and English Language	x		Application/Interview
A good understanding of the work and skills required by a Warehouse Operative	x		Application/Interview
A general understanding of Health and Safety e.g. hazards and safe working practices in a warehouse environment		x	Application/Interview
A good understanding of how quality impacts customer service with a keen desire to get it right first time		x	Application/Interview

Skills			
Ability to work well as a team member and follow direction	x		Application/Interview
Keen and hardworking, with a commitment to getting the job done	x		Application/Interview
Good organisational and time management skills	x		Application/Interview
Excellent attention to detail	x		Application/Interview
Willingness to develop product knowledge	x		Application/Interview
Ability to use MS Office products to produce documentation e.g. Word	x		Application/Interview
Experience			
Any work experience, part time or voluntary employment such as shop work, warehouse or production line etc.		x	Application/Interview
Experience of participation in school/college extra-curricular activities		x	Application/Interview
Experience of working in a team, e.g. sports clubs, hobbies or school project work		x	Application/Interview

## 9. Special Features

- A cheerful and optimistic attitude to work
- The drive and determination to 'make things happen'
- Ability to build relationships and rapport with colleagues and customers
- A good team player

Apprentices are expected to get involved with apprenticeship promotion activities for YPO such as National Apprenticeship Week and careers fairs.

**Jobholder Signature:**

**Manager Signature:**

**Date:**