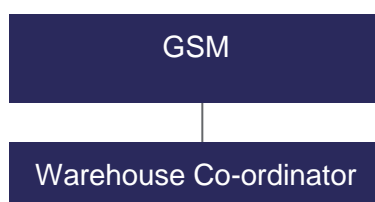


JOB DESCRIPTION

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|-------------------|------------------------|--------------------|-------------------|
| Position Title | Warehouse Co-Ordinator | Department | Soft Services |
| Generic Job Title | Warehouse Operative | Segment | CSIFM |
| Team Band | Unbanded | Location | Bishops Stortford |
| Reports to | GSM | Office / Unit name | Diageo - Woodside |

ORGANISATION STRUCTURE



Job Purpose

The day to day management the Warehouse environment within the Diageo Woodside site, providing a safe, well organised environment which is compliant with site policies and Health and Safety legislation.

To support the GSM with the day to day issues raised by the client throughout the site and to provide immediate support to other colleagues within the Sodexo team.

Accountabilities

General tasks

- Daily tasks
 - i. Cleaning Inspections of the Warehouse
 - ii. Inspection for any damage or maintenance issues required and reporting through the appropriate channels
 - iii. Management of stock such as packaging materials, boxes etc.
 - iv. Maintaining Routine Checks and service documents for Fork Lift Truck
 - v. Weekly racking integrity Inspection
 - vi. Warehouse Inventory Management
 - vii. Management of the refuse store – HCL and Caustic Cupboards and Waste Bins.
 - viii. Inspection of all bins arriving at site to ensure they are clean and fit for purpose
 - ix. Management of Sodexo stock
 - x. Deputy Permit controller
 - xi. Support to the GSM in the day to day running of the site
 - xii. Support to the reception area and the duties required during times of annual leave or unforeseen absence of either the Security Guard or the Front of House Coordinator

Specific Duties relating to the Warehouse

- Management of Materials into the site

- i. Accepting deliveries from suppliers, couriers etc., either as packages or on pallets, or cylinders through the roller shutter door
- ii. Putting a process in place to ensure all deliveries are signed for, recorded in the log books, stored appropriately, recipients are advised of parcels awaiting collection, monitor the volume of uncollected parcels.
- iii. Releasing goods to recipients.
 - Non-Hazardous
 - ensuring a signature is received from recipient
 - Hazardous Goods
 - Ensuring the COSHH register is maintained
 - Ensuring recipient completes the COSHH protocol prior to releasing sample
 - Maintaining the COSHH file and issuing of COSHH stickers
 - Ensuring log book is signed by recipient prior to release
 - Duty Suspended Samples
 - Ensure recipient completes duty document prior to release of sample
 - Attach any duty labels required- duty suspended, duty paid or any commercial duty stamps
 - Ensure a signature is obtained from recipient in log book prior to release
 - Palletised Goods
 - Manage a delivery system which will inform Diageo employees of a palletised deliveries
 - Manage the storage of palletised goods with a fork lift truck
 - Inspection of palletised goods prior to acceptance to assess for damage and take the appropriate actions
 - Correct labelling of pallet
 - Correct storage of pallet and updating Warehouse Inventory
 - Ensure a signature is obtained from recipient in log book prior to release.
 - Larger non Palletised Goods
 - Remove items for sitting in area and Palletise where possible, storing in racking
 - Ensure a signature is obtained from recipient in log book prior to release.
 - Cylinders
 - Accept scheduled deliveries and return empty cylinders
 - Move cylinders between cylinder rack and goods in
 - Sign delivery note
 - Cold /Frozen Samples
 - Label
 - Place in appropriate storage area
 - Ensure a signature is obtained from recipient in log book prior to release.
- Management of Materials OUT of the site
 - i. Parcels going out
 - Obtain courier form for parcels leaving site
 - Identify appropriate courier and confirm costs with the requestor
 - Inspection of goods to ensure that are correctly packaged
 - Hold goods safely and correctly until collected
 - Email requestor tracking details if appropriate
 - Release goods to courier
 - ii. Waste going out
 - Establish and own Waste stream management
 - Glass
 - Recycling
 - General Waste

- Food Waste
- Hazardous waste
- Bonded alcohol waste destruction

Specific Duties relating to the Site

- i. Being the first point of contact for the Client on a day to day basis when the GSM is not available or working off site
- ii. Daily liaison with the Sodexo day/ evening cleaning team, the handyman, driver and Security Guard
- iii. Manage the ordering of all Sodexo cleaning materials and site consumables in partnership with the Front of House Coordinator
- iv. Monthly Stock take in partnership with the Front of House Coordinator
- v. Support to the Handyman when he is undertaking tasks which may require two persons for example– furniture moving , ladder footing
- vi. Deliver the onsite Sodexo staff training/ team huddles to meet the legislative and Sodexo requirements.
- vii. Ensuring that all Sodexo activities meet the required levels of Safety, Health and Environmental standards, including site policies and Sodexo policies.
- viii. To ensure that food items delivered for hospitality / catering are in date and with the correct shelf life. To ensure the temperatures are recorded and stored correctly in the Hospitality fridge.
- ix. Ensure that the fridge is emptied every Friday.
- x. To provide support out of hours/weekends in terms of opening and securing the site when 3rd Party Suppliers are required to attend site to undertake reactive or planned works

Key Performance Indicators (KPIs)

- i. Stock levels are maintained to the required levels
- ii. Stock takes carried out as directed
- iii. Warehouse Clean and tidy
- iv. Timely removal of waste from site
- v. 3rd party suppliers are established and relationships managed
- vi. All paperwork is accurate and reliable and information is stored correctly
- vii. Recipients receive parcels and packages on time
- viii. Excellent Client feedback
- ix. All audits passed

Key Tasks

- i. To make sure that the working areas are clean, tidy and functional.
- ii. To ensure that Diageo Staff have adequate supplied of Packaging and Despatch materials so as not to hinder business.
- iii. To make sure storage methods avoid wastage and keep down costs.
- iv. Ensure all goods in/goods out transactions are processed in an accurate and efficient manner
- v. Assist with colleagues in other departments such as Reception and Front of House when necessary.
- vi. Ensure completion monthly stock count.
- vii. Maintain a professional approach at all times
- viii. Listen to client remarks politely and make sure follow up action is taken.
- ix. To see where you need to change your own activities to meet different circumstances and to take a proactive approach to these changes
- x. To look out for and tell the Manager when you see ways to improve work activities or reduce costs.
- xi. To act as a point of reference between the team and the GSM in their absence to ensure all team members know what is going on in the unit
- xii. Be prepared to go to Company briefing and training sessions.
- xiii. To make sure you meet the legal and Company requirements for fire, safety and hygiene

- xiv. To come to work regularly and notify your Supervisor/Manager if some reason you are unable to attend – as per the Company's absence reporting procedure.
- xv. To always arrive for work on time and sign in at your contractual start time.
- xvi. Be ready in uniform for work at your contracted start time.
- xvii. Sign out at your contracted finish time.
- xviii. Assist in the preparation of and participate in special events at the Clients request, at short notice if requested.
- xix. Assist in the preparation of and participate in special functions which may be outside normal working hours.
- xx. Undertake overtime as required.
- xxi. Undertake other duties as required to ensure the smooth operation of the unit.
- xxii. Assist with the training and induction of all new staff

Skills, Knowledge and Experience

- i. Previous experience of working in a similar service environment via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service
- ii. High level of personal hygiene and appearance
- iii. Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements
- iv. Awareness of the need to provide services in a sensitive manner such as not to affect Diageo's business reputation
- v. Good communication, numeric and literacy skills
- vi. Attention to detail
- vii. IT Skills

Essential

- Excellent first impression
- Ability to multi task and prioritise
- Ability to work as a team and as an individual on own initiative
- Reliable
- Trust worthy
- Flexible
- Proactive and can do attitude
- Driving License as this position requires the candidate to use a FLT
- Good general health

Desirable

- A sound understanding of CHIP regulations and COSHH regulations, essential for the transportation of chemical products
- A current Fork Lift Truck License
- A current SIA License

Contextual or other information

- There may be a Requirement to support other sites within the Diageo Portfolio within the South Cluster
- Requirement for flexibility regarding working hours on ad-hoc basis to meet operational requirements

The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, it does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

The contracted hours for this role will be 40 a week, Monday to Friday. The anticipated hours of work will be 07.00am – 16.00 hours which includes a 2 x 30 minute unpaid breaks to be taken at a time to suit business need

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| Version | 1 | Date | 08/09/17 |
| Document owner | Jayne Jessep | | |