

## Job Description

<b>Job Title:</b>	<b>Stores Operative</b>
<b>Reporting to:</b>	Stores Manager
<b>Department:</b>	Repairs and Maintenance
<b>Direct Reports:</b>	N/A
<b>Budget:</b>	N/A
<b>JD date reviewed:</b>	September 2023
<b>Job Level:</b>	10

### Job Purpose

Efficiently support the in-house trades team, streamlining the supply of materials necessary for their daily operations. By ensuring a steady and reliable flow of essential resources, to empower our trades team to meet customer needs promptly and effectively. This approach not only enhances the productivity of our workforce but also guarantees a high level of customer satisfaction through timely and well-executed services.

### Key Strategic Responsibilities

- Work as a team and support the Stores Manager to ensure that the trades team have all the materials necessary and on time in order to carry out their duties
- Ensure the stores customer service experience, is consistently delivered to a high standard both to internal and external customers/stakeholders

### Key Functional Responsibilities

- Take receipt of deliveries and ensure all materials are retained correctly to maintain correct stock record and document and report any discrepancies or issues with deliveries
- Carry out site deliveries and collections from suppliers to support the Home Solutions Team (HST) Team
- Assist with purchasing specialist materials and provide in depth knowledge
- Assist with the use and exchange of skips on the stores site
- Raise purchase orders for both stock items and collections
- Always ensure good housekeeping of the Stores premises
- Maintain accurate records of stock levels, ensuring timely updates in the inventory management system
- Complete regular PAT testing, ladder checks and PPE
- Conduct regular stock counts and audits to verify inventory accuracy
- Receive and inspect incoming shipments for accuracy, quality, and damage
- Be a named key holder for the site and when required participate in the call out rota
- Organise and store materials in designated areas, ensuring easy access and efficient use of space
- Implement and maintain an orderly storage system to prevent misplacement and damage

- Pick and prepare materials for distribution for the in-house trades team or internal customers as required
- Ensure that all orders are accurately fulfilled and documented
- Adhere to safety protocols and procedures to maintain a safe working environment
- Ensure compliance with company policies and regulations regarding storage and handling of materials
- Monitor stock levels and reorder materials as necessary to prevent shortages
- Manage stock rotation to minimise waste and obsolescence
- Maintain accurate records of all transactions, including receipts, issues, and returns of materials
- Collaborate with procurement, logistics, and the in-house trades team to ensure seamless operations
- Communicate effectively with relevant departments to anticipate and meet material requirements
- Ensure that all storage equipment, such as forklifts and pallet jacks, are suitable for use and report any equipment malfunctions or maintenance needs promptly
- Assist internal and external customers with enquiries and material requests
- Provide excellent service to ensure customer satisfaction and support the overall efficiency of the operations
- Identify and implement improvements in storage and inventory processes to enhance efficiency
- Stay updated with industry best practices and incorporate them into daily operations
- Participate in training programmes to stay current with new procedures and technologies
- Assist in training new staff members on store operations and safety practices

Person Specification	
<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE levels 9-4 in Maths and English or demonstrable level of numeracy and literacy skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in the building/maintenance sector</li> <li>• Experience in purchasing materials through framework/tender contracts</li> <li>• Experience of using stock control systems</li> <li>• Experience in current commercial waste management regulations</li> <li>• PAT testing</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Proven communication skills, both written and verbal</li> <li>• Current UK Driving Licence and use of a car</li> <li>• Common sense approach to problem solving</li> <li>• Working knowledge of Health &amp; Safety and Personal Protective Equipment (PPE)</li> <li>• Computer, software and maintaining records knowledge</li> <li>• Willingness to undertake any training required for the role</li> <li>• In depth working knowledge of building materials and general maintenance materials</li> <li>• Forklift driving</li> <li>• Previously worked in a store or builders' merchant environment</li> <li>• Able to manage own time and work on own initiative or as part of a team</li> <li>• Commitment to delivering excellent customer service</li> </ul>