

Warehouse Senior Operative (Band 4)

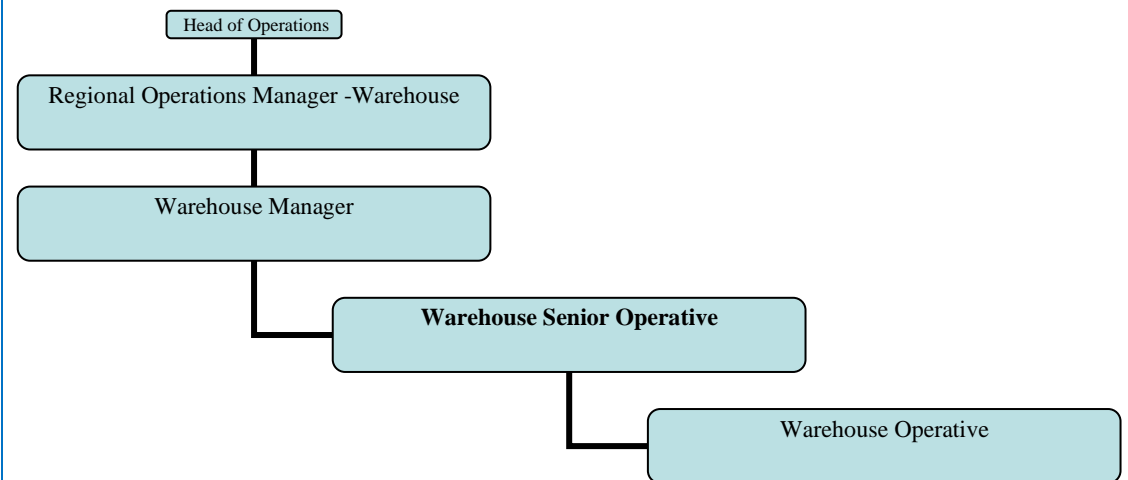
Recruitment Profile - This is a summary of the Job Description and Person Specification

About the Role

In this role you will assist the Warehouse Manager in all aspects of the efficient and effective management of the warehouse operations, contributing to optimising the overall supply chain of NHSBT. Your responsibilities will include :-

- Day to day operation of the Warehouse
- Allocating staff to work areas based on levels of activity
- Receiving and booking into computerised stock control system for all orders delivered to the warehouse
- Reacting to unexpected customer and supplier requirements to minimise any service compromises and updating customers on progress
- Ensuring the smooth and safe operation of warehouse activities raising any areas of concern to the Warehouse Manager
- Deputising for the Warehouse Manager as a when required

Organisation Structure



About Us

Our **Core Purpose** is to save and improve lives while demonstrating our values every step of the way

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Skills and Abilities

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Motivate others, promoting a clear sense of purpose and a positive attitude to work with individuals and teams
- Follow given instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Organise and prioritise own workload and where required workload of others, taking responsibility for delivering results within agreed timescales and standards within an environment of changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

Experience and Knowledge

- Experience in a warehouse environment
- Experience of dealing with customers and suppliers
- Experience in the use of mechanical handling equipment e.g. fork lift truck
- Knowledge and understanding of warehouse procedures
- Experience of working with Information Technology using Microsoft Office packages (Word, Excel and PowerPoint)

Qualifications and Training

- Educated to GCSE level or equivalent qualification
- Trained as a Fork Lift Truck operator
- Willingness to undertake continuing development and training as required

