

JOB DESCRIPTION

ROLE TITLE: Warehouse & Dispatch Operative FLT
PRIMARY BASE: Haslingden
ACCOUNTABLE TO: Warehouse Team Leader

PURPOSE OF ROLE:

The Warehouse & Dispatch Operative (FLT) is responsible for the safe and efficient handling, storage, and dispatch of goods within the warehouse. Operating a forklift truck (FLT), this role supports the movement of raw materials and finished products, ensuring accurate stock control and timely order fulfillment in line with company standards.

PRINCIPLE RESPONSIBILITIES:

- Operate forklift trucks to load, unload, and move goods safely within the warehouse.
- Pick, pack, and prepare orders for dispatch according to delivery schedules.
- Maintain accurate stock records and assist with regular inventory checks.
- Ensure goods are stored correctly and warehouse areas are kept clean and organized.
- Liaise with production and logistics teams to support smooth material flow.
- Follow health and safety procedures and report any hazards or incidents.

Communication -

- Communicate with all colleagues and external points of contact face to face, by telephone, or in writing in a clear, concise, and professional manner
- Interpret and respond clearly, effectively, and in a timely manner to requests for information from colleagues, managers, directors, and external agencies
- Understand business demands and expectations and deliver against these in line with the company's high standards
- Communicate within the team, supporting others where necessary
- Contribute to team meetings and events as and when required
- Developing and manage relationships with internal and external stakeholders
- Following instructions and asking appropriate questions
- Ensure that all deadlines are met in a timely manner and people are kept informed of progress

Teamwork -

- Establish and maintain effective working relationships with colleagues, managers, and clients
- Ensure that all deadlines are met in a timely manner and clients/colleagues are kept informed of progress
- Influence people positively demonstrating a "can do" attitude
- Motivate colleagues

- Contribute to formal and informal discussions with colleagues to generate new ideas and approaches
- Enjoy working as part of a team but be capable of working autonomously

Administration – please adapt according to the role

- Effectively using Microsoft Office applications, Word, Excel, and Outlook
- Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility
- Maintain accurate paper and electronic filing systems
- Identify problems and respond in a timely fashion

Other

- Pro-active approach to work
- Excellent attention to detail
- Have a willingness to go the extra mile and always strive to seek job satisfaction
- Ensuring own personal workspace is kept clean and tidy. The company expects you to respect company property and to report any misuse of same to your immediate line manager
- Remain up to date with professional knowledge by participating in learning opportunities
- Ensure all Health & Safety procedures are effectively carried out
- To comply with the company handbook policies and procedures
- To act at all times to promote equality and diversity ensuring inclusive and integrated services
- To undertake any other duties appropriate within the broad remit of the role
- Ensure any issues concerning quality and customer care are reported to management

NOTE:

The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change. Consequently, the company will expect to review and revise this Job Description from time to time and will consult with the post-holder at the appropriate time.

POST: Warehouse & Dispatch Operative FLT

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • GSCE or Level 2 in Maths and English • Intermediate level MS Office including Word, Excel 	<p>Yes Yes</p>	
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Using own initiative and working as part of a team • MS Windows 365 inc Word and Excel • Working to tight deadlines and under pressure 		<p>YES</p>
<p>SKILLS</p> <ul style="list-style-type: none"> • Demonstrates problem solving abilities • Ability to be organised and to manage own time effectively • The ability to develop and maintain strong working relationships and act as a team player • High level of accuracy and attention to detail • Ability to communicate effectively and be able to clearly explain issues to suppliers and colleagues • Understanding of the value of diversity • Knowledge and experience of Health and Safety • Demonstrates a helpful, polite and confident manner 	<p>Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes</p>	
<p>OTHER</p> <ul style="list-style-type: none"> • A flexible and adaptable approach and being responsive to the needs of the business and colleagues • Smart professional appearance 	<p>Yes Yes</p>	