

## **Job Description: Warehouse Assistant - Goods In**

### **Background**

ILG is an ambitious company that has grown rapidly to become one of the UK's leading third-party logistics providers. We have become specialists in outsourced order fulfilment and delivery services to retailers and consumers at home. Each client has a service level agreement (SLA) specifying the services that we provide for them. Services vary depending on the client, however in general we book their products into our warehouse through our Goods In department, control their stock levels, receive orders from their customers, pick the products ordered accurately, pack them in accordance with SLA and dispatch them using the most appropriate carrier.

### **Job Summary**

Involvement in every aspect of the smooth running of the Goods In department and warehouse as a whole when required. Receiving and booking in client stock in accordance with the SLA. Supporting and assisting with stock control of client products together with carrying out pick, pack and dispatch duties when required. Active involvement with continuous improvement projects. Take responsibility for ensuring the workplace environment is maintained in a clean and orderly fashion.

### **Job Content**

- Work in close liaison with Customer Services, Sales and external customers and transport organisations in order to organise and maintain the incoming delivery schedule
- Receiving stock, checking and entering on the Goods In log and placing in designated areas in Goods In waiting to be booked in
- Booking stock in accordance with timeframe in client SLA and ensuring that stock booking in is in accordance with the delivery manifest and reporting discrepancies to Customer Services
- Create bar code labels in accordance with client SLA, update the barcode label log to ensure charged on
- Process returns using IT systems/client's own system and Google Docs in accordance with procedure
- Put stock away in the correct location
- Ensure that cycle counts of stock are completed in a timely and accurate fashion, in accordance with customer SLA
- Contribution to audited counts of full stock-holding on a regular basis
- Ensure that any ILG deliveries taken are communicated to the correct contact
- Ensure that any goods leaving the warehouse are signed for and the paperwork passed to the Customer Service team
- Assisting with warehouse assistant duties as required, working from picking lists to fulfil, pack and dispatch client orders in accordance with SLA

- Ensure warehouse is always kept clean and tidy, with empty boxes flattened and stored in the correct location of the warehouse
- Report potential risks, problems or product defects immediately to Goods In Manager or Warehouse Manager
- Report to Goods In Manager when stationery and packaging materials are running in short supply
- Carry out all activities in a manner that promotes safety to yourself and your colleagues.
- Be aware of health and safety procedures and highlight any risks to Warehouse Manager or Health & Safety Officer.
- Participate actively in continuous process improvement projects, seek ways to develop and maximise customer service levels
- Once competent act as a mentor for allocated customers and carry out training of colleagues

### **Performance Standards**

- All orders received in line with client SLA
- All barcode labels created are included on barcode label log
- Ensure all stock discrepancies are dealt with
- Adherence to ILG Core values
- Compliance with company dress code
- Excellent timekeeping
- Meeting target of picking and packing
- Meeting target of complete on time dispatch

### **Skill Set**

- Capable IT skills and ability to learn our bespoke warehousing IT system
- Numeracy skills
- Previous experience in a role requiring accuracy and attention to detail
- An awareness of the importance of health and safety in a warehousing environment
- Reliable - a good timekeeper and good attendance record
- Clear communication skills both written and verbal
- Demonstratable sufficient command of the English language to understand health and safety instructions, write straightforward emails and give verbal instructions/information to colleagues
- Physically fit enough to work in a role where the vast majority of the day is standing and requires some lifting
- Warehouse experience (essential) and working in Goods In (desirable)