

## **Job Description: Warehouse Assistant**

### **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 the SLA and dispatch them using the most appropriate carrier.

### **Job Summary**

As a warehouse assistant you are involved in every aspect of the smooth running of our busy warehouse, from producing order pick lists to final dispatch of goods and supporting and assisting with stock control of clients' products. Active involvement with continuous improvement projects, training and taking responsibility for ensuring the workplace environment is maintained in a clean and orderly fashion.

### **Job Content**

- Produce and work from picking lists to fulfil, pack and despatch client orders
- Use our PDA for picking and booking in goods
- Processing orders ensuring that client instructions are fully implemented
- Ensure all orders are fulfilled within specified timeframes
- Work in close liaison with Customer Services, Sales and external customers and transport organisations
- Ensure warehouse is always kept clean and tidy, with empty boxes flattened and stored in the correct location
- Potential risks, problems or product defects to be reported immediately to a senior member of staff
- Be pro-active in reporting to your line manager when stationery and packaging materials are running in short supply
- To carry out all activities in a manner that promotes safety to yourself and your colleagues
- Participate actively in continuous process improvement projects, seek ways to develop and maximise customer service levels
- Ensure all business and individual key performance indicators are met
- Contribute actively to achieving departmental service levels and targets
- Regularly ensure accurate locations of goods and pick orders from correct location
- Pack orders in accordance with client instructions

- Dispatch orders through the system, selecting a carrier and producing a shipping label ensuring item is put in correct location for collection
- Responsible for making informed decisions in respect to shipping options
- Communicate with Customer Services and clients by telephone and email as required
- Be aware of health and safety procedures and highlight any risks to the Warehouse Manager or Health & Safety Officer
- Once competent act as a mentor for allocated clients and carry out training with colleagues

**\*Our warehouses are very fast paced and there will be a requirement for heavy lifting through each shift\***

### **KPIs/Performance Standards**

- All orders received are dispatched in line with client SLA
- Cycle count and stock management carried out in line with client SLA
- Adherence to ILG core values
- Compliance with company dress code
- Excellent timekeeping
- Accurate picking and packing
- Complete on time dispatch

### **Skill Set**

- Capable IT skills and ability to learn our bespoke warehousing IT system
- 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 and conscientious – a good timekeeper
- 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 (desirable)
- Forklift experience (desirable)