

POSITION DESCRIPTION

Position Title: Warehouse Assistant	Direct Manager: Warehouse Manager	
Budget Responsibility:	Direct Reports:	Indirect Reports:

WHAT YOU'RE HERE TO ACHIEVE

Working alongside the Warehouse and wider Operations team to proactively manage the UK Warehouse with processing incoming stock, maintain accurate stock levels and ensure a continuous safe and tidy work environment.

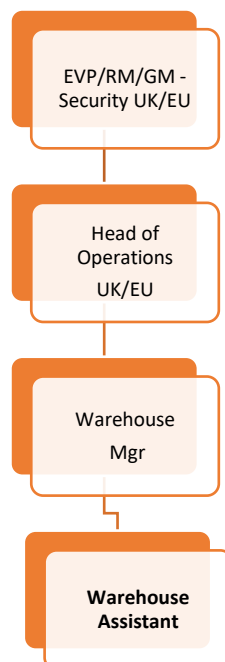
To provide effective support in the dispatch of our outbound customer orders for our UK and European based Customers including the preparation of export documentation where required.

Following established systems and procedures within the agreed timeframes to ensure our customers receive the right goods at the agreed time.

Assist in preparing pre-insulated post services for our Perimeter customers.

To follow Lean Warehouse Processes, Focus on Continuous Improvement Activities in line with ISO, Hoisin and The Gallagher Way and ensure we are leading with high levels of customer service throughout.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Security Leadership Teams Security Operations Teams Security Sales Teams External Suppliers and Couriers	Channel Partners End Users

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
General Warehouse Duties	<ul style="list-style-type: none"> • General warehousing and stores duties • Processing of incoming stock • Ensure all customer orders are picked, scanned and packed accurately and on time with customer expectations • Assistance in booking of couriers for all outbound orders • Actively lead in stock and cycle counting to ensure stock accuracy • General forklift usage to support preparation and dispatch of orders • Maintain and promote a safe and tidy work environment • Follow ISO and Gallagher Way in line with Lean Warehouse Management
Customer Service <i>Efficiently manage added value tasks to maximise sales opportunities</i>	<ul style="list-style-type: none"> • Preparation and support of post insulation service to meet customer demand and proactively prep for future requirements
Reporting: <i>Implement and maintain a streamlined reporting process to ensure timely and accurate dissemination of key performance metrics</i>	<ul style="list-style-type: none"> • Daily warehouse reporting and checks to ensure we are safe and following H&S procedures at all times • Assistance in Production of regular cycle counting and stock accuracy reports
Continuous Improvement: <i>Demonstrate a commitment to staying up to date with trends and developments that could improve business processes</i>	<ul style="list-style-type: none"> • Be proactive in developing and continuously improving knowledge and skills. • Take responsibility for your own learning and development through a process of assessment, reflection, and action. • Utilise existing networks to collaborate and enhance thinking.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications, Skills and Experience:

- Previous experience within a UK/EU warehouse facility with minimum of 3 years experience
- Previous experience of SAP ERP desirable
- Computer system literacy and proficiency with modern business applications.
- Excellent communication skills, both verbal and written.
- Detail-oriented with a high level of accuracy in documentation.
- Ability to work both independently and as part of a cross-functional team.
- Hold a current Forklift/Counterbalance Licence

Behavioural Competencies:

- Forward thinking, operating one step ahead to anticipate opportunities and challenges.
- Welcomes feedback from others and adopts a reflective practice to identify and develop areas requiring growth.
- Works collaboratively to enhance team spirit and overall team output, sharing knowledge and experience to help develop the team.
- Structured and well organised, with the ability to work multiple things at a time employing good time management and prioritisation skills to ensure delivery.
- Passion for continuous improvement and bringing people together on a journey.
- Strong attention to detail and commitment to data accuracy. Customer focused. Interacts with others in a sensitive and effective way. Respects and works well with others. Commits self to delivering high standards of customer service.
- Emotional intelligence to work well with a range of different stakeholders (internal and external)

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

