



Role Profile

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|------------------------------------|--|----------------------------|------------------------|
| Role Title | Warehouse Operative | | |
| Business group and team | Secure Global Services | | |
| Job Purpose Overview | <p>Undertake warehouse duties within the HPRDC (Hanslope Park Regional Distribution Centre), areas cover Receiving within Goods Inwards, Issuing, Ordering and stock control within the Stores. Packing, Bagging and Manifesting of Diplomatic mail. Recording and Processing of disposals, collection and delivery of mail throughout FCDO Services Operations facilities</p> | | |
| Organisational position | <pre> graph TD D6[Production & Distribution Manager D6] --> C5[Logistics Operations Manager C5] C5 --> B3_1[Despatch Facilities Supervisor B3] C5 --> B3_2[Goods In & Mail Services Facilities Supervisor B3] C5 --> B3_3[Despatch Office Supervisor B3] C5 --> C4[Large Projects and Inventory Manager C4] C5 --> A2_1[10 x Despatch Logistics Officer A2] C5 --> A2_2[12 x Goods In & Mail Services Officer A2] C5 --> A2_3[3 x Despatch Admin Officer A2] C5 --> A2_4[2 x Secure Destruction Officer A2] C5 --> A2_5[4 x Stores Officer A2] C5 --> A2_6[4 x Logistics Help Desk Officer A2/B3] C5 --> A2_7[1 x Reprographics Officer A2] B3_1 --> A2_1 B3_2 --> A2_2 B3_3 --> A2_3 C4 --> A2_5 C4 --> A2_6 C4 --> A2_7 </pre> | | |
| Date Updated | May 2019 | | Updated By |
| Current / Applied Grade | A2 | Job evaluation date | Confirmed grade |
| Level of Security Clearance | SC DV | Yes | |

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

The role holder will be expected to cross work between areas within the department, providing flexibility to all areas including Stores, Disposals, Holding Stores, Despatch, Goods In and Mail Room. Ensure efficient and safe flow of goods through the department at all times.

Despatch

- Accurately and efficiently pack items to required standard including specialist packing for Dangerous Air Cargo, implement tamper evident methods for items of high classification and commercial shipments.
- Accurate data input for Track and Trace.
- Ensure all goods are handled in an appropriate manner and are in good order.
- Check orders against paperwork, highlighting discrepancies and recommending solutions.
- Create paperwork to an appropriate standard and allowing ongoing Track, Trace and Audit.
- Maintain security standards and adhering to the Known Consignor Process for despatching SPX freight.
- Checking manifests.
- Ensure health and safety standards are maintained including equipment checks, fault reporting and the safe use to power tools and manual handling equipment.

Goods In and Mail Services

- Receive all goods coming into Hanslope Park maintaining high levels of safety and security at all times.
- Carrying out threat detection including using detection equipment such as x-ray machines and explosive trace detectors and also security functions.
- Ensure all training including threat detection is kept up to date.
- Screening of all vehicles delivering items to Hanslope Park
- Deliver internal mail around site, and make daily deliveries to Northgate House
- Ensure all mail is sorted and sent in the most cost effective and efficient way.
- Receive and process the Import Diplomatic Bag whilst using appropriate security control measures for items of a high security classification.
- Data entry for track and trace of all items received and delivered.
- Purchase Order receipting for goods received and carrying out receipting corrections for customers on request.
- Responding to enquiries from both internal and external customers.
- Completing Request for Despatch documentation for goods received.
- Ensure health and safety standards are maintained and equipment checks are carried out daily along with reporting any faults and the use of manual handling equipment.
- Working to and maintaining ISO 9001 standard for GPC purchased items.

Despatch Office

- Ensure all products are delivered within the departmental KPI's.
- Act as the liaison point for all logistics queries, incorporating all internal and external customer touch points to answer customer queries professionally and within corporate timeframes.
- Liaise with internal and external suppliers to help maintain a good working relationship.
- Support, investigate and help resolve problems associated with logistics and diplomatic bag processes, providing advice and guidance to ensure that policies and procedures are clearly understood by colleagues and customers.
- Provide administrative support to the entire unclassified logistics department.

- Provide customers with regular, informative updates and responses covering all areas of logistical services, escalating any issues in a timely manner.
- Enter information onto various FCO Services systems to generate label, delivery note and invoice information.
- Evaluate and manage Dangerous Air Cargo items from receipt through to delivery.
- Liaise and work alongside imbedded contractor team to ensure scheduled and off-scheduled shipments are successfully delivered.
- Ensure the correct charging is carried out, including liaising with the Billing Team.
- Management and despatch of authorised classified items packed using tamper proof methods.
- Maintain security standards and adhering to the Known Consignor Process for despatching SPX freight.

Stores

- Ensure all stock is stored in the correct manner including COSHH and high classification items.
- Source and procure goods as required from the relevant providers whilst adhering to government framework rules including the use of GPC cards and the raising of Purchase Orders and Requisitions.
- Liaise with both internal and external suppliers and handle queries relating to delivery and stock discrepancies.
- Liaise with the Purchasing, Billing and Accounts Payable departments to ensure customer payments and supplier invoices are settled correctly.
- Record and report any frequent shortages or spare items.
- Keep inventory management systems up to date.
- Carry out regular stock takes and order reconciliation.
- Pick and deliver goods from the stores to the relevant departments as required and raise Request for Despatch documentation.
- Responding to enquiries from both internal and external customers.
- Ensure external customer stock is managed and picked correctly and report to customer as required.
- Ensure that stock held externally is tracked and recorded.

Disposals

- Ensure that all secure waste is received and disposed of correctly and securely including the removal and separation of high classification data bearing items from various types of equipment.
- Provide advice to customers regarding the secure destruction of items classified as secret and above.
- Carry out collections of high classification items from both internal and external customers.
- Arrange for the complete end to end process of secure disposal, including liaising with relevant external organisations.
- Complete monthly charging and maintain securely stored records.
- Maintaining security standards whilst retaining and working to ISO 9001 standard for secure destruction.
- Arrange the auction of non-classified items through specified auction houses.

General

- Adhere to company Policy and procedures, ensuring Health & Safety standards are met at all times, working to high standards within the operating area, clean, safe environment.
- Ensure all daily checks are carried out for vehicles/machinery that are trained to use.
- Regular liaison and keeping in touch with the Warehouse Facilities Supervisor and wider FCOS Services and Logistics teams.
- Contributing to continuous improvement of the Services and Logistics Despatch, taskforces and lessons learned forums
- Communicate information up the organisation
- Ensuring own professional development through the Training Development Matrix
- Identify and suggest areas where there is scope for improving working practices and communicate opportunities to reduce waste and save money
- Complete corporate data requirements in a timely manner
- Work unsupervised and manage own workload.
- Ensure health and safety standards are maintained.
- Maintain security standards.

KNOWLEDGE AND KEY SKILLS

Essential:

- Sound knowledge and experience of working in a warehousing facilities environment
- Articulate and accurate data entry for IT systems to deliver efficient and effective operations
- Basic understanding of Microsoft Word and Excel
- Up to date knowledge of manual handling procedures

Desirable:

- An awareness of Security requirements
- Clear understanding of Health & Safety requirements in an operations facility
- Fork lift truck experience

CORE BEHAVIOURS

Top three for job:

- Delivering at Pace
- Working Together
- Making Effective Decisions

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Effective service delivery
- Customers are satisfied thanks to the timely delivery of all consignments
- Performance in delivering work against agreed deadlines

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|---|--------------------------|---|
| Budget Responsibility? | If YES, how much: | If NO can they authorise payments? |
| No | £ per annum | No |
| Reports to: (Role Title and Grade) | B3 Warehouse Supervisor | |
| Direct Reports: (Number and grades of staff) | None | |