



JOB DESCRIPTION: Warehouse Office Administrator

JOB INFORMATION

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| JOB TITLE | Warehouse Office Administrator |
| LOCATION | Head Office |
| REPORTS TO | Warehouse Manager |

OVERALL PURPOSE OF JOB

Provide professional and efficient administrative support to the Warehouse and Logistics departments to ensure a first-class service is provided to our customers, suppliers and clients.

MAIN DUTIES AND RESPONSIBILITIES

- Provide administrative support to the Warehouse team, ensuring all processes are implemented effectively and standards of performance are attained
- Manage the flow of emails in and out for all Warehouse activities
- Manage & control all the Warehouse deliveries through use of the diary
- Administer the booking in and out process; controlling the paperwork and input details in Sage
- Investigate stock discrepancies, reporting all findings to the Warehouse Manager
- Complete the Intake Sheet ready for incoming deliveries
- Control and update the stock sheet each week
- Produce all batch labels for deliveries coming in
- Assist with regular and spot stocktakes as required
- Provide a professional, courteous and efficient service to all cash and carry customers, ensuring the EPOS process is followed and all payments are recorded accurately
- Process all cash and card payment transactions for customers who come to site
- Manage & file all Warehouse paperwork
- Take reasonable care of both your own health and safety and that of others who may be affected by your acts or omissions, ensuring all company safety and quality systems are followed and all relevant legislation complied with, raising concerns and reporting any incidents or suggestions to your line manager
- Any other duties that may be required from time to time for the smooth running of the business

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Essential

- Good numeracy and literacy ability (minimum GCSE Level B in Maths and English)
- Customer focussed and service orientated
- Fully ICT literate, competent in all MS Office applications
- Good working knowledge and practical application of Food Hygiene legislation
- Strong administrative skills and attention to detail
- Excellent planning and time management skills with ability to meet exacting deadlines and prioritise appropriately
- Excellent communication skills
- Fully conversant with EPOS/WMS, and demonstrable experience in efficient stock management

Desirable

- Sage Line 50 experience



PERSONAL CHARACTERISTICS

- Conscientious, reliable, with good attendance and timekeeping standards
- Honest, trustworthy, able to work unsupervised
- Keen to learn and acquire new skills, responds positively to feedback
- Demonstrates initiative and contributes ideas
- Pragmatic approach to problem-solving without cutting corners
- Positive team player
- Personable, team player with a hands-on approach
- Flexible, adaptable, and calm when working under pressure
- Must be able to work flexibly to meet the needs of the business, including occasional unsociable and weekend hours at peak times

This job description is written at a specific time and is subject to change as the demands of the business and the role develop. The role requires flexibility and adaptability and the employees of the company need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.