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| Role Title  | Warehouse Co-Ordinator |
| Function & Dept. | Co-Ordinating Deliveries in/out of warehouseVisavvi Operations Department |
| Career Growth Level | Supporting (G) |
| CGP Descriptor  | These roles have entry level knowledge of practical processes. These are process and administrative roles that carry out work under instruction and supervision |
| Team  | Service and Logistics |
| Reports to | Warehouse and Logistics Manager |
| Role Purpose  | The role of Warehouse Co-ordinator is essential in providing additional support to the already existing logistics team within our warehouse at Trafford Park, Manchester.The individual must be able to work with flexibility, and a level of overtime will be required.The individual will be asked to Operate Machinery such as Forkllfts and Pallet forks and IT Systems are an integral part of the process. They will be required to Pick and pack orders, off load and on load vehicles with palletised and hand balled stock. There will also be a requirement to deliver equipment to customers premises.Whether working individually or as part of a team, the Warehouse Co-Ordinator must uphold the company's standards by operating within established processes and Key Performance Indicators (KPIs).  |
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| Key Responsibilities  |
| 1. | Support the existing logistics Team |
| 2. | Picking and Packing of orders for distribution |
| 3. | Booking in equipment received on IT systems |
| 4. | Off and onloading vehicles |
| 5. | Returns to suppliers of Equipment |
| 6. | Delivering of Equipment to site |
| 7. | Co-Ordinating with Suppliers and Carriers |
| 8. | Escalate issues to Team Manager where required |
|  | Any other ad hoc duties as required |
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| Person Specification  |  |
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| 1. | Ability to work as part of a team and on own initiative |
| 2. | Experience in providing exceptional customer service ensuring a positive and professional experience for customers |
| 3. | Ability to demonstrate great communication at all levels |
| 4. | Ability to work under pressure, both individually and part of a team |
| 5. | Requirement to work out of hours if required |
| 6. | Must have a UK Driving License |
| 7. | Must live within Trafford Park / Manchester area to ensure prompt arrival and support for logistics |
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| Key Competencies |  | Level  |
| 1. | Communication Skills | 1 |
| 2 | System Installation and Removal | 1 |
| 3. | Planning & organising | 1 |
| 4. | Customer Service Support | 1 |
| 5. | Incident Management | 1 |
| 6. | Continuous improvement | 1 |
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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 1 |
| 2. | Passion  | 1 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 1 |
| 5. | Family  | 1 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |