



HILLINGDON

LONDON

Job Profile template Employee

JOB TITLE:	Stores Apprentice
GRADE:	Apprenticeship Level 2
POST NO:	Post specific
JOB TIER:	5
DBS CHECK:	None
DIRECTORATE:	Resident Services
SERVICE:	Waste Services

REPORTING STRUCTURE

Reports to:	Waste Manager
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

To contribute to the effective delivery of the Stores service, supporting service objectives and ensuring a high-quality service to residents.

Support the procurement of goods for stocking or replenishing the stores inventory in accordance with council standing orders.

- Act as assisted buyer procuring all PPE supplies on behalf of council departments
- Obtain quotes for any non stock items that are not shown in the online oracle catalogue and/or stores stock items.

- Receive and issue goods from the stores.

Job Description

1. Resident & Community Contribution

- Liaise with customers and contractors by telephone, post and email.
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. Working with Others

- To work collaboratively with colleagues and stakeholders across the Council.
- To support/mentor new employees/ team members where requested by management.
- To ensure proactive and positive engagement in team meetings and events, maintaining good communication to all team members and maintaining engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

- To work as part of a team in delivering day-to-day activities of the Stores Team.
- Operate and handle equipment safely and efficiently as required such as Forklift Trucks; manoeuvre vehicles in restricted spaces; safely use and position vehicle fitted equipment such as mirror requirements.
- Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment (such as MHE, vehicle and delivery systems); understand consequences of incorrect use.
- Work individually and as part of a team to safely move and handle objects; maintain a high level of housekeeping and manage waste effectively; know where to find instructions or guidance; check for damaged or missing items as

appropriate; take responsibility for maintaining health, safety and security of people at all times.

- Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates and/or boxes; use appropriate MHE or machinery where necessary; ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate.
- Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved, and their current and final destinations.
- Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.
- Develop communication with suppliers and customers for the provision of efficient procurement.
- Maintain accurate records of information for the budget monitoring process.
- Advise other services within the council on procuring supplies and best practice.
- Maintain the Stores database ensuring information is kept up to date and any amendments are recorded and actioned promptly.
- Maintain knowledge of appropriate legislation for Stores Management and PPE.
- Ensure statutory requirements are met in delivery of the service and that all procedures are followed and to meet audit requirements.
- Comply with legislation, Council and Group standing orders, instruction and resolutions.

4. Service Support & Development

- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels. Adhere to any SLA's in place.
- Take part in training, development and service planning activities.
- Have a flexible and adaptable approach to work and seek to continually to prove business processes and customer care.

5. Financial & Resource Management

- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Help deliver against allocated budgets and MTFS saving targets.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.
- Support with invoicing within stores in a timely manner.

6. Service Improvement

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Adopt continuous improvement whilst undertaking role functions.
- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Contribute to the development of policy within the area
- Sustain the understanding of the operational services to identify areas of improvement and joint working across teams.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- Key contacts include Service Managers, Team Managers, Human Resources, Performance & Intelligence and ICT.
- External contacts will be suppliers and their representatives.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

- You may be required to undertake periods of on call which are related to your role, but these would be discussed and agreed.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Assist with the delivery against allocated budgets and MTFE saving targets.
- Delivery against agreed appraisal targets.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Minimum 3 GCSE level (Grade A* to C or 9 to 4) including Maths and English or equivalent		✓
Willingness to study towards a relevant professional qualification and working towards obtaining a forklift truck licence	✓	
An equivalent or higher qualification in the same professional area (Stores/Warehouse) cannot be held	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required	✓	
Maintain confidentiality at all times	✓	
Interest in developing a career in the field of Stores	✓	
Ability to carry out manual handling tasks in line with manual handling training	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of prioritising of work effectively and accurately	✓	
Experience of working as part of a team in a highly pressured environment		✓
Experience of developing and maintaining good working relationships		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Excellent ICT skills including Stores management systems, Oracle and Google Docs		✓
Understanding of responsibilities under the Health and Safety at Work Act		✓
Knowledge of Health & Safety policies		✓

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.