Job Title: Warehouse Operative 12/11/2026

Reporting to: Warehouse Manager and Business Operations Manager

Location: Based at Slough premises

Hours: 39.5 hours a week. Monday to Thursday 9am to 6pm, Fridays 9am to 5.30pm. However, must be prepared to work until all orders have been dispatched and overtime will be paid for additional hours over the contractual hours.

1. Job Purpose:

To support the effective day-to-day operation of the warehouse, ensuring customer orders are picked, processed, converted, packed and despatched accurately and efficiently.

The Warehouse Operative will play an important role in maintaining high standards of customer service, product quality, stock accuracy, health and safety, and general warehouse housekeeping.

2. Main Responsibilities & Duties

Warehouse Operations and Order Fulfilment

- Pick and pack customer orders accurately, ensuring daily tasks are completed efficiently and in accordance with company procedures and health and safety requirements.
- Operate slitting, labelling and conversion equipment safely and efficiently, ensuring products are processed to the required specifications.
- Ensure all equipment is maintained in good working order and regularly cleaned in accordance with company procedures.
- Identify and report any equipment faults, maintenance requirements or operational issues to the relevant supervisor.
- Ensure warehouse work areas are kept clean, organised and tidy, providing a safe working environment and allowing the efficient movement of materials and personnel.
- Ensure customer orders are correctly collated, packaged and prepared for despatch, maintaining a high standard of presentation and accuracy.
- Carry out regular quality checks during all aspects of material handling and processing, identifying product defects or discrepancies and reporting any issues to the supervisor.
- Work efficiently to meet daily order processing and despatch deadlines.

Stock Control and Material Handling

- Operate forklift trucks safely and responsibly when unloading and loading vehicles and moving, handling and storing warehouse materials.
- Ensure materials are stored correctly in designated locations, maintaining an organised and accessible warehouse environment.
- Support stock control activities and communicate any stock discrepancies, shortages or issues to the Stock Controller.
- Assist with stock checks and ensure stock movements are accurately recorded using the company's systems.
- Follow correct procedures for the receipt, handling, storage and despatch of materials.

Systems and Administration

- Develop a good working knowledge of the company's Opera and Warehouse Management System (WMS) software.
- Accurately record and update relevant information relating to stock movements, customer orders and warehouse activities.
- Ensure all relevant paperwork and system transactions are completed accurately and in a timely manner.

Customer Service and Communication

- Provide visiting customers with a professional, helpful and first-class service.
- Liaise with transport companies and couriers to coordinate deliveries and fulfil customer order requirements.
- Communicate effectively with the Stock Controller regarding stock availability, discrepancies and any issues affecting customer orders.
- Provide timely feedback to Sales Co-ordinators regarding customer orders, delivery requirements and any customer enquiries or operational issues.
- Assist with the delivery of same-day customer orders using a company van when required, ensuring a professional and reliable service.

General Responsibilities

- Work collaboratively with colleagues across the business to support the smooth running of warehouse and operational activities.
- Take a flexible approach to workload and priorities, responding positively to changing business and customer requirements.
- Comply with all company policies, procedures and health and safety requirements.
- Undertake any other reasonable ad hoc duties as required from time to time.

3. Skills, Experience and Knowledge

The successful candidate should demonstrate the following:

- Previous experience working within a warehouse or distribution environment, ideally with 2–3 years' relevant experience.
- Experience in picking, packing, goods inwards, goods outwards and general warehouse operations.
- Experience operating warehouse machinery or conversion equipment would be advantageous.
- A valid forklift truck licence and practical experience operating forklift equipment.
- Good understanding of warehouse health and safety procedures and safe material handling practices.
- Experience using warehouse management systems (WMS), stock control systems or similar operational software.
- Good IT skills, with the ability to use computer-based systems accurately and confidently.
- Strong attention to detail, particularly when picking orders, checking stock and maintaining product quality.
- Good organisational skills and the ability to prioritise workloads to meet daily deadlines.
- Effective communication skills, with the confidence to liaise with colleagues, customers, suppliers and transport providers.
- A full, clean UK driving licence, with the ability to undertake customer deliveries when required.

4. Personal Attributes and Behaviours

The successful candidate will demonstrate the following personal qualities:

- Self-motivated and proactive: Takes ownership of responsibilities and uses initiative to ensure tasks are completed without constant supervision.
- Reliable and dependable: Demonstrates good timekeeping, attendance and a consistent approach to work.
- Team player: Works collaboratively with colleagues and supports others to achieve shared operational objectives.
- Positive attitude: Approaches work with enthusiasm and demonstrates a willingness to learn new skills and take on additional responsibilities.
- Flexible and adaptable: Able to respond positively to changing priorities, workload demands and business requirements.
- Customer-focused: Understands the importance of providing a high level of service and ensuring customer orders are fulfilled accurately and on time.
- Quality-conscious: Takes pride in their work and maintains high standards of accuracy, presentation and attention to detail.
- Safety-conscious: Understands the importance of working safely and takes responsibility for maintaining a clean, organised and hazard-free working environment.
- Good problem solver: Able to identify issues, use initiative to resolve problems where appropriate and escalate concerns when necessary.
- Professional and approachable: Communicates effectively and maintains a helpful and professional attitude when dealing with colleagues, customers and external suppliers.

5. Key Performance Expectations

The Warehouse Operative will be expected to contribute towards the following operational standards:

- Accurate and timely picking, packing and despatch of customer orders.
- Meeting agreed daily warehouse priorities and despatch deadlines.
- Maintaining high standards of product quality and order accuracy.
- Safe and efficient operation of warehouse equipment and machinery.
- Accurate stock handling and reporting of stock discrepancies.
- Maintaining excellent standards of warehouse housekeeping and organisation.
- Effective communication and teamwork across warehouse and office functions.
- Providing a consistently high standard of customer service.
- Full compliance with company health and safety policies and procedures.