

## CAREER OPPORTUNITY

### JOB TITLE:

**Warehouse Operative – Nights Team**



### Background

Agilitas IT Solutions Ltd is the leading European innovator of customer driven inventory-as-a-service solutions. Passionate about delivering first class IT services on behalf of our customers, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage spare parts inventories across server, storage and networking technologies and deliver complementing technical services to customers across 41 countries and to over 10,000 locations throughout Europe including cloud services, technical training, technical support, product repair and specialist engineering resource.

### Job Brief

Member of the Warehouse Team, reporting into the Warehouse Manager. Working in a typical warehouse environment as part of the Operations team. Required to Book in, despatch, pick, pack, clean and relocate stock. As well as carrying out regular stock takes. Ensuring SLA deadlines are met and quality standards are maintained to ensure customer contractual service levels. Adhering to all Agilitas Health & Safety processes and procedures.

### Main Duties & Responsibilities

#### Service Operations (70%)

- Working along side existing Nights Team to ensure 24/7 Operational coverage is maintained
- Assisting with Booking in and despatching computer parts
- Assisting with Picking and packing stock for orders to SLA's
- Taking ownership of general cleanliness of the warehouse areas
- Effective use Company IT tools; Morse, Contracts Database, SharePoint, test equipment
- Answering the telephone in a clear, polite and professional manner
- ISO Quality measurements are met and a "service excellence" ethos is promoted
- Adhere to "best practices" across the Operations Team.

#### Team (10%)

- Assist in creating a winning team culture within the team.
- Be an ambassador for Agilitas at all times, by setting an example to others
- Give constructive feedback to your colleagues and manager

#### Relationship Management (10%)

- Build strong relationships with Internal Service Providers

### Essential Skills

- Excellent warehousing knowledge and understanding
- Good geographical understanding – in relation to Logistical queries
- Flexible to work nights/weekends as required
- Excellent telephone manner and interpersonal skills
- Excellent oral & written communications skills
- Able to work as part of a team or on their own
- Ability to prioritise & organise own work
- Good numerical skills
- Self-motivated, positive and proactive attitude
- Accuracy and attention to detail

### Desirable Skills

- Previous experience working in a warehouse environment
- Forklift truck license

### Critical Success Factors

- Reliable and trustworthy
- Attention to detail and quality
- Customer Satisfaction targets achieved
- Ability to work unsupervised and being proactive in decision making

### Hours

The normal working hours are 42 hours on average each week Monday to Sunday on a 14 day shift pattern 6pm-6am/6am-6pm with a one hour unpaid daily lunch break)





## In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Salary is £21,228 per annum based on the above shift patterns
- Ability to 'earn' an additional 4 days per annum if you win quarterly awards based on the company PRIDE values.
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Access to Mediacash Cash Plan – cash back towards everyday healthcare bills and a wide range of other wellbeing benefits, unlimited access to virtual GP, 24/7 employee assistance programme, retail discount scheme.
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.
- Dress down Fridays.
- On site parking available.
- Salary will depend on experience of the successful candidate

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.