

Job Description

Job title	MAC Logistics Operator	Date 22 Apr 2024
Reports to (title)	Senior MAC Planner or MAC Lead	
Contract/Department	EMCOR Projects; Moves Adds & Changes	Revision V1.
Location	Stevenage	

Job purpose

The Moves, Adds & Changes (MAC) Logistics Operator will be based at Stevenage and will provide MAC logistics-related services across Stevenage, Harlow and Addenbrookes sites. The individual will function as the key 'business as usual' (BAU) delivery interface between the MAC Team and all levels of customers across several organisations.

The individual will possess the ability to work in a demanding environment, good customer services skills and a willingness to develop an extensive knowledge of the MAC services delivery scope at site level. The role will report to the Senior MAC Planner (or MAC Lead) at Stevenage.

Duties/responsibilities/accountabilities/deliverables

The MAC Logistics Operator will be required to –

- Demonstrate operator-level knowledge of GSK system Service Now and assign, action and close tickets in timely manner to meet MAC agreed timeframes.
- Accurately carry out instructions for BAU works including the moving, building (if item is flat packed) and installation of office furniture, as per instructions and/or floor plan. Items include, but are not restricted to, crank handle and electrically operated sit/stand desks, replacement chair arms, dual and single monitor arms.
- Demonstrate care when handling items to avoid damage and knowledge of wrapping and protection techniques for assets and equipment.
- Conduct survey works (including location and furniture/IT condition surveys) as requested by MAC Planner team using a hand-held electronic device to capture data.
- Dispose of items via correct waste streams on site, following process agreed across Service Partners, including skip use.
- Function as main point of contact for designated BAU works for all customers and ensure good customer service and effective communication is maintained.
- Follow clear MAC project processes for BAU works, prioritising health & safety, good customer service, efficiency and timeliness, and utilising MAC escalation route, as required.
- Manage supplier deliveries in organised and timely manner, following agreed procedures, ensuring safe storage and protection of items from damage.
- Be a main point of contact for MAC site stores and responsible for ensuring safe storage of all stock and furniture items, governing stores access and maintaining accuracy of stock levels.
- Act as resilience/backup during sickness or leave to support MAC Logistics tasks and have practical knowledge and ability re moves services and manual handling as/when required.

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Resource responsibilities

- No direct reports or direct budget management.

Person specification

Experience & Competencies

Required -

- Be professional and approachable with the ability to liaise confidently with all customers and offer excellent BAU service.
- Ability to deliver high quality work, following instruction and prioritising health and safety.
- Basic knowledge of using power hand tools and providing general furniture maintenance.
- Knowledge of wrapping and protection techniques for assets and equipment.
- Show pride in tasks completed, leaving workplace areas tidy and hazard free.
- Self-motivated and proactive with an interest in self-development and willingness to learn.
- Ability to play a key role within a high functioning and busy team using initiative to independently prioritise tasks.
- Always demonstrate a high level of Health & Safety awareness within the workplace.
- Basic IT knowledge, including Outlook and ability to learn new systems, e.g., Service Now, Smartsheet.
- Working knowledge of office workstation set up, including install of monitors, Targus units.
- Be physically able to lift/move furniture items a part of core role.
- Embodiment of EMCOR core values and positive behaviours.
- Clean and current drivers' licence.
- Clear understanding of English language – verbal and written.

Preferred –

- Understanding of LOLER regulations.
- Experience relevant to MAC BAU services.
- Previous experience in the Moves industry.
- Clean and current drivers' licence, including for 3.5t vehicle.
- Current Construction Skills Certification Scheme (CSCS) card.

Other factors relevant to the job

- Must always wear relevant PPE (provided by EMCOR).
- In your role, you may have access to confidential information, which must not be divulged to an unauthorised person at any time.
- This job description is not an exhaustive list of responsibilities to be undertaken by the post holder and you may be required to perform other duties, which are felt to be reasonable and commensurate with the role.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	