

Job Description

Job title	Logistics Operative	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To provide a professional and effective delivery and collection service in support of the contract's logistics operation. Duties are across all of the contract's sites, to and from multiple locations, utilising the appropriate manual handling equipment to effect the most efficient service.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Coordinate all mail handling operations within the site, including receiving, sorting and distributing all incoming and internal mail and despatching all outgoing mail. In addition, ensure collection, receipt and onward delivery of recorded and registered mail and other couriered items as appropriate
- Coordinate delivery and collection of parcels, packages, goods and other miscellaneous items to and from multiple site locations, including recording such items for future use, disposal and/or safe storage
- Collection of confirmation of delivery / receipt of such goods in accordance with written instructions
- Collection and delivery of analytical samples (including, but not limited to, used and un-used air samples, Beryllium smears, wound swabs, nose blows, urine and faecal samples), calibration equipment and ad hoc items to and from the contract's sites.
- Demonstrate the safe operation of forklift trucks, electric-reach trucks and hand operated pallet trucks, flatbed trucks, tail-lift vehicles, vans and stairwalkers if trained to do so
- Conduct all work tasks in a safe, secure and clean manner, ensuring that contract and site rules and procedures are adhered to at all times
- Conduct general house-keeping tasks including up-keep of the contact's facilities, stores, yards and buildings
- Communicate with customers face-to-face and/or over the telephone to ensure a professional and polite service delivery

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Whilst specific qualifications are not required for this position, an understanding of the facilities services industry would be advantageous
 - It is highly beneficial for candidates to be able to demonstrate a proven track record in a logistics and customer-facing environment
 - An appreciation of health and safety in the workplace would put the candidate at a distinct advantage
 - The post holder will be articulate and possess excellent communication skills. They will be able to display an ability to communicate to staff, colleagues and customers at all levels.
 - The candidate will be able to demonstrate a capacity to work well within a team and show resilience when working under pressure
 - The candidate will be adaptable and flexible and have a customer-focused approach to work
 - Must hold a full, clean driving licence
 - Must gain and maintain full DV security clearance

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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

Job Description

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>	