



Your Homes
Newcastle

Job Title: Warehouse Assistant
Grade: Y3
Reports To: Operational Team Leader

Key job element:

The Warehouse Assistant is responsible to the Operational Team Leader NFS.

The role of the Warehouse Assistant is to ensure stock is accurately received into the warehouse, stored and picked onto the service vehicles whilst maintaining the accuracy of the service stock inventory.

They must account for the accurate movement of stock between goods locations.

Ensure the appropriate manual handling techniques are used for goods.

Maintain an accurate stock inventory using electronic stock systems.

Unpack goods and connect appliances where necessary.

PAT test or use test where necessary.

Assist with warehouse duties as required.

Assist drivers with deliveries to customers as required

Personal specification:

This area focuses on specific competence areas (Skills/ knowledge) to be demonstrated in the role.

Essential Criteria:

- Have experience of logistics and warehousing.
- Ability to manually handle large furniture items and appliances using the appropriate aids.
- Able to plan and organise own workload.
- Able to connect and test white goods such as electric cookers and washing machines – or willing to complete training to do so.
- Able to use IT delivery systems effectively
- Ability to deal with a diverse range of clients
- Demonstrates an awareness of Health and Safety issues.

Desirable Criteria:

- Able to carry out Portable Appliance Testing.

All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being “prepared, willing, eager and prompt”.

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude