



Warehouse Operative

Reports to: Branch Manager

Job Purpose:

To support the Branch Manager and Assistant Branch Manager in maintaining a safe, organised, and efficient parts storage area while delivering excellent customer service. The role assists with stock control, returns processing, merchandising support, and maintaining operational standards within the business unit.

Key Responsibilities

Team Support

- Support delivery staff and branch colleagues to ensure efficient operations and high levels of service to both internal and external customers.
- Assist branch management in maintaining effective teamwork across branch operations.

Sales & Business Performance

- Support branch sales activity by ensuring accurate stock availability and efficient stock handling.
- Assist with the display and maintenance of company and local promotions within the counter sales area.

Stock & Inventory Control

- Ensure company stock is stored safely and in line with manufacturer specifications.
- Maintain accurate stock documentation and ensure stock paperwork is processed in accordance with company procedures.
- Carry out regular stock takes and report any discrepancies to branch management.
- Process customer returns and ensure items are checked and returned to stock efficiently.
- Manage returns to suppliers, including old unit returns, in line with company procedures.
- Assist in monitoring slow-moving or obsolete stock.

Operations & Customer Service

- Assist with replenishment of shop merchandise and maintain a clean, tidy, and professional branch environment.
- Support efficient day-to-day branch operations through effective stock handling and organisation.
- Assist in maintaining the condition and safe use of branch equipment, fixtures, and storage areas.
- Support branch management in maintaining efficient operational processes.

Compliance & External Relations

- Follow company health and safety policies and procedures to ensure safe stock handling and storage.
- Ensure all company procedures relating to stock and warehouse operations are followed.

Business Awareness

- Maintain awareness of company products, services, and promotions to better support branch operations and customer needs.

The Power to Supply

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