



JOB DESCRIPTION

POSITION TITLE	Nightfill Forklift Operator
STORE	Mill Street
DATE	
REPORTS TO	Dry Operations Manager
PURPOSE OF POSITION	Responsible for ensuring all required palletted stock is transitioned from the storeroom to the appropriate aisles and picking faces, thereby ensuring the grocery associates are able to merchandise the shelves appropriately in preparation for the day's trading and to provide minimal out of stocks for our customers.

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Department Manager
- Team members
- Other store staff
- Merchandisers
- Buyers

ACCOUNTABILITIES

OPERATIONAL

As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.

You are responsible to take full ownership of your allocated aisles which entails the following but not limited to:

- Ensure all required pallets of stock is moved from the storeroom to the appropriate aisles within the trading floor area as required for processing by the allocated driver to that aisle.
- All pallets in the high racking must be worked and dropped on a regular basis to ensure that we have all stock available on our shelves and picking faces.
- Organising your pallets in the high racking'.
- Filling picking faces with relevant stock required for replenishment throughout the day of trade.
- Display change overs, including cleaning the area, (Swept, mopped and rubbish free)
- Must follow up stock queries with the Buyers, Over or understock issues.
- Assisting Merchandisers in finding and dropping their pallets in your allocated areas.
- Action your Pallet drop list.
- Drop all stock required in your allocated aisles for Cycle Counts (Inventory)
- Pallets stored in the high racking must be done so safely and must not contain wrap overhanging the racking.
- You must throw up your stock in your allocated aisles as you go throughout the night and ensure that these picking faces are tidy and safe.
- Storeroom must be left in a well organised manner which includes it being clean and tidy.
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification. All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation. Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.
- Safe driving and handling of store equipment is essential as damage to company property is deemed serious misconduct.
- Forklift pre use checks must take place at the start of each shift to ensure it is in good working order. Any issues found must be reported to your Department Manager immediately.
- Return empty pallets to the storeroom. These need to be placed in the designated area to minimise damage to the pallets. This process needs to happen throughout the night to avoid unnecessary blockages down the aisles.
- Ensure all stock that needs to be removed with a Forklift is cleared before 6:30am each day. This allows time to clear boxes, rubbish excessive trolleys and ladders so that our Customers have a safe environment to shop in at 7am.
- Ensure all damaged products are dealt with immediately. (Spills, leakages, damaged packaging etc.)
- You must walk your aisles on a daily basis with a Senior Manager to discuss OOS and other issues that you may be faced with.
- OOS targets set by the Management team must be delivered on a daily basis.
- Fill shelves where and when required.

SAFETY & COMPLIANCE

- Follow health and safety, food safety and compliance policies and procedures in the store.
- Must wear safety shoes and high Viz attire at all times
- Must report all near misses and incidents immediately, followed with completing an incident or near miss form.
- Pallet heights in the store racking must be kept under 1.8m.
- Pallets must be wrapped securely in the high racking.
- Refrigeration checks will need to be carried out when alarming as Nightfill are the only Employees in the store at this time of the evenings.

CULTURAL

- Contribute effectively as a team member.
- Live the store values.

PERSON SPECIFICATION

PEOPLE FOCUS

WORKING WITH PEOPLE

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and acknowledging the contribution of others
- Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas
- Listens and communicates openly and proactively
- Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc.)

CUSTOMER FOCUS

MEETING CUSTOMER EXPECTATIONS

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment that customers want to shop
- Is responsive to feedback from all sources
- Adopts a "service" mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business

ADAPTING AND RESPONDING TO CHANGE

- Adapts to changing circumstances and accepts new ideas and initiatives
- Tolerates ambiguity
- Adapts personal style to suit different people and situations
- Shows an interest in new experiences

CO-OPERATIVE CULTURE

ADHERING TO PRINCIPLES AND VALUES

- Personally upholds ethics and Foodstuffs Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Fork hoist certification
- Physically fit and able to fulfil the requirements of the role.
- Able to adjust and pick up new systems
- Good command of written and spoken English
- Good basic maths skills
- 1 years' experience driving fork hoists or equivalent machinery
- Proven record of Excellent attendance
- Able to work unsupervised

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: