



Job Description

Job Title:	Logistics Support Assistant
Department:	Logistics/Transport.
Location:	Watford
Hours:	37.5 per week, sometime between the hours of 8am and 6pm Monday to Friday.
Reports to:	Logistics/Transport Manager.
Direct Reports:	N/A
Job Purpose:	<ul style="list-style-type: none"> To carry out various duties within Logistics, as instructed by the Manager or Section Head staff members. To carry out various administrative duties within Logistics, as instructed by the Manager or Section Head staff members. Occasional driving may be required to collect samples from and deliver containers to various sites using the company's vehicles.
Role Accountabilities and Main Duties:	<p><u>Logistics support</u></p> <ul style="list-style-type: none"> Un-load, sort, stock, and package orders. Stock-take and manage inventory. Prepare deliveries for dispatch. Inspect goods or products received for breakages or damages. Communicate effectively within the work place. Work with Logistics colleagues to deal with any tasks delegated and react to requirements as they arise. Perform any other duties as requested by the Management team which are deemed reasonable and within capability. To ensure that all audit actions that arise in your area of work are actioned within the time frame laid out by the Manager or Quality Manager. If audit actions cannot be actioned within the time frame, this must be reported to the Manager or Section Head and the Quality Manager. To ensure that all waste products within the sample preparation & logistics department are disposed of in the correct manner, ensuring adherence to Good Laboratory Practise. <p><u>Logistics admin</u></p> <ul style="list-style-type: none"> Manage large amounts of incoming calls and emails. Identify and assess customers' needs to achieve satisfaction. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Follow communication procedures, guidelines and policies. Go the extra mile to engage customers. Organise servicing and maintenance of vehicles. Take responsibility for planning driver routes based upon new customer call, missed collections, existing collections. Route vehicles in a cost efficient manner. Liaise with customer and internal team with regards to deliveries and collections. Acquire vehicle registrations and transportation permits when needed.

- Acquire customs documentation when required.
- Process paperwork in an accurate and timely manner.
- Ensure that all work areas are kept clean and tidy.
- Un-load, sort, stock, and package orders.
- Stock-take, order and manage inventory.
- Prepare deliveries for dispatch.
- Inspect goods and products received for breakages or damages.
- Communicate effectively within the work place.
- Work with Logistics colleagues to deal with any tasks delegated and react to requirements as they arise.
- Perform any other duties as requested by the Management team which are deemed reasonable and within capability.

Driving

- To ensure that your driving licence and other documentation are available for inspection by the Company if required.
- To advise the Manager or Section Head immediately if you cannot drive due to any restrictions placed upon you by outside authorities.
- To complete a daily maintenance check on all Company vehicles used and to notify the Manager or Section Head of any defects as soon as possible.
- To ensure that all work areas including the vehicle are kept clean and tidy and stocked with correct items such as Breakdown Kit, First Aid Kit and stock items.
- To collect samples from and deliver containers to various sites using the company's vehicles.

Health & Safety:

- Ensure that all works are carried out to the standards laid out in the Quality Manual and Health & Safety Manual.
- Take responsibility for own Health & Safety whilst working within the sample preparation department.
- Report any bad practises that you may witness to the Site Manager or Quality Manager.

These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.

Person Specification

<p>Essential:</p>	<ul style="list-style-type: none"> • Good telephone manner. • Proficient in Microsoft Office, with aptitude to learn new software and systems • Efficient and able to work to deadlines. • Close attention to detail and an understanding of operating within a quality system. • Able to work under pressure. • Able to operate as part of a team as well as independently. • Good written and verbal communication. • Reliable with excellent time-keeping. • Strong prioritisation and organisational skills. • Positive attitude towards change. • Some heavy lifting required.
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