

DELIVERING BUSINESS SUCCESS THROUGH OUR PEOPLE



Role Profile

Job Title	Despatch Operative	Evaluated Job Grade Weekly / Monthly / Manager / Snr Manager / Director / Exec	Weekly
Line Manager	Area Supervisor	No of direct reports	0
Job Family / Department	Despatch	Division	Retail

Purpose / Added Value:

- To assist your Area Supervisor in ensuring your area is operating correctly and efficiently, ensuring that GMP standards, quality and service levels are met.
- Assisting the Area Supervisor in achieving departmental objectives through effective use of resources.
- To maintain an area of continuous improvement.

Key Accountabilities:

- Receiving and booking in stock correctly using the SAP and Arolink software systems.
- Loading and unloading of vehicles as per the trunking schedules.
- Ensuring all documentation for stock and equipment is completed correctly and filed away accordingly.
- Participate in the monthly stocktake to ensure that stocks within the warehouse are correct. Any discrepancies must be reported to your Area Supervisor immediately.
- Collect cooked product from the Armor Inox and book it into Arolink. Ensure that it is stored in the warehouse correctly.
- Issue product to and return product from the Stick Wash ensuring that feedstock is picked in rotation.
- Maintaining Good Manufacturing Practices and adopt a clean as you go attitude.
- Maintain Health and Safety standards.
- Ensure dolavs are clean before being used.
- Working on the X-Ray machine and completing associated CCP paperwork.
- Decanting product.
- Assisting in the training and supporting of new starters.

Skills & Knowledge

- Experience of working in a food manufacturing environment.
- Knowledge of Customer Codes of Practice.
- Understanding of HACCP and quality control.
- Customer focused.
- Proactive, practical and methodical.
- Planning and organising skills.

Training & Qualifications

- Food Safety Level 2
- E2 or above in English Literacy, Reading & Numeracy
- Pilgrims Values
- Pilgrims Code of Conduct
- Integrity Level 1
- Back in Action
- PPT
- Reach Truck
- COSHH

WHERE OUR PEOPLE REALLY MAKE A DIFFERENCE



Value	Definition	Behaviours/Attitudes
Determination	<ul style="list-style-type: none"> Relentless, delivers superior results and honours commitments. Makes things happen, seeks alternatives to problems and engages people to achieve a common goal. Has a sense of urgency, an ownership attitude and never gives up. 	<ul style="list-style-type: none"> Highly energetic, relentless, has the attitude of an owner, works hard, passionate, focused, hands-on, proactive, strong-willed, motivated, persistent and has a sense of urgency.
Simplicity	<ul style="list-style-type: none"> Makes things happen in a simple and practical way, hands-on, gets right to the point, simplifies and avoids bureaucracy. 	<ul style="list-style-type: none"> Adopts a simple approach, uses logical reasoning and does not complicate things. Practical, agile, focused on what is important, objective and hands-on.
Availability	<ul style="list-style-type: none"> Receptive, open, available, ready every day and every hour and always prepared. Open to new ideas and to change, motivated to take on new challenges. 	<ul style="list-style-type: none"> Flexible, receptive, accessible, cooperative, displays a servant attitude and always ready.
Humility	<ul style="list-style-type: none"> Listens, helpful, thoughtful, considers the opinions of others, recognises that no matter who did it – it is a team accomplishment. Not embarrassed to ask questions or say, “I don’t know.” Not arrogant or conceited. Acts with respect. Does not worry about status and does not think that they know everything. Prioritizes “we” over “I”. 	<ul style="list-style-type: none"> Not arrogant, acts with respect, not self-righteous, prioritises the team over self, does not care about status, does not think that they know everything, always open to learn, modest, not vain and values the opinion of others.
Sincerity	<ul style="list-style-type: none"> Direct, sincere, truthful, transparent, always respectful, has a positive attitude, builds valuable relationships and welcomes people. True to themselves, expresses an opinion even when contrary to the views of others. Knows how to say no. 	<ul style="list-style-type: none"> Communicates clearly, honest, sincere, direct, transparent and positive. Not afraid to express an opinion, respectful, knows how to say no, welcomes people, adds value, does not listen to or encourage gossip, speaks their mind and does not backstab. Not ashamed to say, “I don’t know”.
Discipline	<ul style="list-style-type: none"> Honours deals, punctual and fulfills commitments. Performs tasks in a disciplined manner. Focused, pragmatic, and optimizes time, activities and resources. Delivers results and does not create justifications or make excuses. 	<ul style="list-style-type: none"> Detail-orientated, perfectionist, plans, prioritises, not superficial or shallow, seeks a deep understanding of things, gets things right and honours deals. Punctual, organized, focused, pragmatic, does not make up justifications or excuses and delivers results.

Ownership	<ul style="list-style-type: none">• Committed to results, has a deep understanding of the details and sees the big picture. Acts with determination, discipline and focuses on details. Hands-on, always seeks to be the best in what they do and never gives up. Always available and sets an example. Takes responsibility, does not accept when something does not work well and has a passion to improve what is not correct. Attentive to costs and details and engaged in the organization's culture.	<ul style="list-style-type: none">• Highly energetic, committed and focused on details and results. Disciplined, creative, flexible, passionate about their work, and sees the big picture. Persistent, visionary, and passionate about improving what is not correct. Perfectionist, determined, hands-on and seeks to be the best in all that they do.
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Our Vision, Strategy, Method and Values



<p>I hereby confirm that I have read, understood and accept the above role profile;</p> <p>Job Holder Signature;</p> <p>Print Name:</p> <p>Date;</p>	<p>Managers Signature;</p> <p>Print Name;</p> <p>Date;</p>
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