

Role Description – Warehouse Agent

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Date:		
Name:		
Location:		
Reporting to:	Lead Hand	
Key Data:	<i>(e.g. budget, sales turnover, volume, no of sites etc associated with role)</i>	
No. of people managed	Directly:	Indirectly:

Main Purpose of the Job (general tasks):

- ✔ Daily warehouse duties in the running of the operation
- ✔ Ensure that a safe, secure and efficient environment is maintained
- ✔ Maintain Customer Service Levels to a high standard
- ✔ Support the Lead Hand in all areas of the business

Responsibilities (detailed tasks):

- ✔ Liaise with customers in a polite and efficient manner
- ✔ Off-loading/loading cargo from/onto vehicles
- ✔ Sort cargo and check against manifest or build sheet
- ✔ Identify damaged/short delivered cargo – and take all necessary action as per Company and customers requirement
- ✔ Load cargo into customers' ULD's for export in accordance with company & customers' safety regulations
- ✔ Unload cargo from customers' ULD's place cargo in storage locations, record location on manifest or goods receipt note as applicable
- ✔ Check details of release notes against actual cargo
- ✔ Ensure Dangerous Goods are handled, stored and built in accordance with IATA regulations
- ✔ Crosscheck all paperwork against corresponding cargo to ensure details are correct
- ✔ Assist HMRC/Border force as required
- ✔ Perform weekly bond check as required
- ✔ Operate mobile and fixed equipment, including forklift trucks, pallet handling systems, waste management machinery etc
- ✔ Maintain warehouse and surrounding areas in a clean and tidy condition
- ✔ Maintain general security of warehouse in accordance with Company Security procedures and undertake security screening to meet CAA regulations
- ✔ Maintain a safe working environment and observe safe working practices
- ✔ Correctly complete all appropriate documents to control the movement of ULD's in accordance with ULD control procedures



- ✔ Comply with all Company Procedures and Instructions and act on instructions from Supervisors/Managers as necessary
- ✔ Ensure all environmental initiatives and procedures are followed in line with Company policy
- ✔ Ensure facility is kept secure from un-authorised personnel
- ✔ Have an understanding of the requirements of Good Distribution Practice (GDP) for pharmaceutical and medicinal products and the rules and regulations that affect dnata
- ✔ Be aware of the role of the Responsible Person (RP) within the designated site for the handling of pharmaceutical and medicinal products under GDP processes
- ✔ To undertake any other duties as required by management, commensurate with the grade of the post
- ✔ Promote at all times the Vision, Mission, Values of dnata

Key results:

- ✔ Service level agreement targets to be achieved and maintained on a daily basis
- ✔ KPI's to be maintained
- ✔ Health and Safety Compliance
- ✔ CAA Compliance

Main Contacts for this Job:

Internal

- ✔ All facility staff
- ✔ Liaise with relevant Cargo Duty Manager

External

- ✔ Airline / Customer representatives plus local Management and internal departments

Knowledge Base:

- ✔ Operational processes and procedures
- ✔ Numerate and literate
- ✔ Health and Safety Leadership
- ✔ Excellent computer skills and knowledge
- ✔ Customers

Skill Set:

- ✔ Leadership
- ✔ Coaching
- ✔ Strategic thinking
- ✔ Excellent communication/interpersonal



- ✔ People management
- ✔ Financial management
- ✔ Negotiation
- ✔ Influencing
- ✔ Change management
- ✔ IT
- ✔ Motivator
- ✔ Decision making
- ✔ Problem solving
- ✔ Safety driven

Behaviours:

- ✔ Non parochial as to product and geography
- ✔ Confident assertiveness
- ✔ Flexibility
- ✔ Innovative
- ✔ Achievement orientated
- ✔ Energy/drive

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Signatures:

Job Holder:

Line Manager: