

TRAINING PROFILE



Training area	Warehouse Assistant
Placement location	Fresh Fayre, Unit 10 Severn Way, Hunslet, Leeds LS10 1BY
Responsible to	Warehouse Supervisor
Length of training	Training Up to 6 months
Special requirement	Unemployed and claiming benefits open to Leeds residents only

ABOUT THE PLACEMENT:

Freshfayre are a professionally accredited specialist chilled foodservice company with a reputation for excellence in customer service, built over the last twenty-four years by delivering consistently, reliably and on time, quality-assured foods that your customers will want to eat again and again!

At Freshfayre we continue to buy the best products at the most competitive prices and ensure that we always uphold our Quality Statement. With due diligence and provenance becoming more important everyday you can be assured that Freshfayre has full traceability on all its products.

This profile has been designed to give prospective trainees an outline of some of the potential areas of training. A personal skills training programme will be drawn up in the consultation with the trainee after induction to build on their personal strengths and address their individual development needs

PURPOSE OF THE TRAINING

The Successful candidate will be involved in: daily accurate stock take of all lines, system updated as per business process manual. Ensure all lines have picking bays with labels on racking, and the system is updated. Keeping the warehouse tidy at all times

WHAT TRAINING IS AVAILABLE?

You will gain skills, knowledge and experience in the following areas:

- NCFE ACCREDITED QUALIFICATION
- WORK EXPERIENCE:
 - Manual Daily stock count of all product lines in the warehouse.
 - Update the computer system.
 - Double check stock lines with discrepancies.
 - Van returns investigate and if possible put back into stock.
 - Daily sweep of all products with less than 6 days life. Produce list to be allocated to vans for the next day. Speak to all depot Manager regarding list.
 - Ensure all picking location have the correct label attached to its relevant location.
 - Allocate picking locations for new lines on to the computer system, and produce label for picking location.
 - To undertake all work in a safe manner in accordance with the company health & Safety policy and procedures including the maintenance of good housekeeping.
 - To assist in control of site security and ensure that only authorized personnel are allowed into the depot.

- To undertake any other warehouse/office duties as and when required.
- To put away all products received into the warehouse ensuring that the stock is rotated and all picking bays are filled as necessary reporting any stock issues (damages, incorrect codes etc) to your manager. All stock placed in a bulk location are labelled up stating product code, product description, shelf life and weight of product.
- To keep the workplace clean and tidy at all times and make sure the refuse is put in the correct containers
- To pick the required stock in rotation in the required quantities accurately recording all weights and marking up the trolleys / pallets to enable correct identification.
- To assist in the loading and unloading of trolleys and pallets off all vehicles if required

PERSONAL DEVELOPMENT TRAINING:

- **Further training** and experiences may be gained as appropriate, e.g. attending a college course, conferences or in-house training.
- Obtain **Job Search** skills and Employability skills: training will be made available and trainees are expected to attend.

PERSON SPECIFICATION

What do I need to display on the application form

CORE SKILLS	Essential	Desirable	M o A
1. Excellent communication and 'people' skills.	✓		A&I
2. A strong commitment to customer service.	✓		A
3. The ability to work as part of a team.	✓		A&I
4. Decision-making ability and a sense of responsibility.		✓	A&I
5. Ability to work on your own initiative.	✓		A&I
6. Pleasant, tactful and diplomatic manner.	✓		A
TRANSFERABLE SKILLS	Essential	Desirable	M o A
1. Assistants should be physically fit as you will be on your feet for most of the day and may be required to lift large amounts of stock.	✓		A
2. Ability to exercise judgement in dealing with People.	✓		A&I
3. Having a friendly and engaging personality.	✓		A&I
4. Confidence, drive and enthusiasm.	✓		A&I
5. The ability to work under pressure and handle situations.	✓		A
KNOWLEDGE & EXPERIENCES	Essential	Desirable	M o A
1. Experience in a retail environment with a quality brand is desirable.		✓	A&I
2. Experience in a customer service role with face-to-face customer contact may also be beneficial.		✓	A&I
3. Knowledge of inventory techniques.		✓	A&I
ATTITUDE	Essential	Desirable	M o A
1. Willing to abide the Equal Opportunities.	✓		A
2. Willing to take personal responsibility under and abide by the Health and Safety policy.	✓		A & I

METHOD OF ASSESSMENT (M o A)

A: Application Form

I: Interview

C: certificate

T: test

RISK ASSESSMENT OF THE TRAINING POSITION

A. CLIENT GROUPS, the employee will work with *

- General Public Housing Tenants Other Agencies
Children People with learning difficulties Clients in their own home resident or hostel

B. PHYSICAL CONDITIONS:

1. Work is conducted in the main *

- Indoors Outdoors Sitting
Standing Walking Office Accommodation

2. The training will involve *

- Lone Working Working out on the Estate Working underground
Climbing Working on the Counter Working in Void Properties
Bending Manual Handling tasks Working in confined spaces
Stretching Working at Heights Contact with discarded needles
Driving Potentially working in a smoking environment
Cash Handling Use of Display Screen Equipment

C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the job.

Personal Protective Equipment *	N/A
Protective Clothing *	N/A
Type of Vehicle (other than car) *	N/A
Other equipment used	N/A

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, fellow employees and others.

* Tick where appropriate to indicate what aspects the job will involve.