

	
Role:	DESPATCH OPERATIVE
Purpose of the role:	To load and unload product onto lorries in order to support production.
Reports to:	Despatch Manager
Qualification and training:	Factory experience desirable Despatch experience desirable Level 2 Health and Safety Training Level 2 Food Safety Training
Main Responsibilities:	Load and unload lorries in a safe and efficient manner Move and stack materials Keep production lines supplied with empty containers and packaging materials as needed Spot lorries and allocate stock as needed Rotate floor stock General housekeeping duties in the factory or production area and duties as assigned Perform general warehouse duties in order to maintain a smooth operation Receive/process shipments Inspect and maintain equipment, reporting any faults or wear and tear Report any issues or concerns to your line manager Be aware of health and safety issues and raise if appropriate Follow company policies and procedures at all times

Behaviours:	<p>Demonstrable behaviours:</p> <p>Awareness – Lead by example Seeing what’s around us is important. But situational awareness — understanding the bigger picture — is even more significant since it leads to better decision making. Understand the overall aims and interests of the business. Consider other people ’s perspectives in order to help reach agreement.</p> <p>Belief Meet commitments and deadlines together as a team. Belief in own and each other ’s ability, embrace diversity, and trust one another.</p> <p>Challenge Willing to Challenge things as they are — the status quo — and work collaboratively to transform the business. Know your own limits and how to seek appropriate support.</p> <p>Communicative Spend time getting to know each other. Realises the importance of effective communication and active listening.</p> <p>Focus Time keeping, attendance, managing own time. Work to clear and measurable goals, gives direction to the team, and provide support when needed.</p> <p>Honesty Team members are open and honest with each other. Create an environment where people are comfortable to speak openly. Give and receive constructive feedback as part of normal day-to-day work. Such feedback should be evidence-based and delivered in an appropriate manner.</p> <p>Motivation A positive outlook and approach to teamwork.</p> <p>Responsibility Taking responsibility for own workload and actions. Manage performance in an appropriate and fair manner.</p> <p>Optimism Positive thinking is quite possibly the most important behaviour of the high-performance team. It’s about having a can-do attitude.</p> <p>Enthusiasm Shows enthusiasm in their role and inspires others.</p>
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