



CANDIDATE BRIEFING DOCUMENT

Warehouse Administrator,
Liverpool



FOREWORD



Thank you for downloading our candidate briefing document. This briefing document will provide you with important information; about us, the role, the qualifications, skills, experience and competencies required to be successful in this role. If you are interested in joining our progressive company and meet our requisite skills and experience for this role, then we look forward to receiving your application.

Key Dates

Please note that the closing date for receipt of completed applications is **Wednesday 2nd February at 12 noon**. Completed applications must be sent to careers@jenkinsgroup.com.

Our assessment centre, will be comprised of a written assessment and an interview. The written assessment will be sent via email link and instruction on **Wednesday 2nd February** and can be completed online. It should be completed by **0900am on Thursday 20th January**. Interviews are scheduled for **Monday 7th February**.

Should you require any further information then please do not hesitate to contact a member of our HR team.



Jane Moss
People Development Manager



www.jenkinsgroup.com/careers

JENKINS GROUP- OVERVIEW

Jenkins is a port-centric cargo handling, warehousing and logistics business specialising in the paper and forest products sector. Our excellent customer service and engagement is built from our strong operational performance, carried out in a safe and compliant environment. We have a solid record for outstanding service, streamlined facilities, plus exceptional management and logistic capabilities. Our customers are typically global forest product manufacturers and our core market is bulk and containerised cargo shipments arriving into the UK and Ireland by sea.

We have been operating for over 40 years, and have grown to become the market leader in the UK and Ireland. We are headquartered in Belfast, Northern Ireland and operate in 13 different locations across the UK and Ireland, including Felixstowe, Belfast, Derby, Dublin, Hull, Liverpool and Sheerness.





Stevedoring

Our Stevedoring function specialises in forest products and generally handles paper in rolls, pallets, wood pulp, timber and plywood. We also regularly stevedore shipments of RDF (refuse derived fuel), waste paper, bulk cement, grain and fertilisers.



Transport

Our Transport function includes our own dedicated fleet as well as selected haulage partners to meet just in time requirements for destination across the UK and Ireland.



Warehousing

We specialise in modern quayside warehousing throughout the UK and Ireland. We store a variety of commodities before onward distribution. Our cargo is treated with the utmost care and respect and we strive to keep to KPIs, including low damage levels and efficiency and productivity.



Ships Agency

Our Ships Agency function arranges vessel berth, all required port and husbandry services, looks after the needs of the Master and the crew, clears the ship with the port and other authorities, prepares and submits appropriate documentation, along with releasing or receiving cargo on behalf of the customer.

THE ROLE IN CONTEXT



The Warehouse Administrator will be based in our Bootle Offices in Liverpool. Reporting to the Business Services Coordinator, the role will assist us in our drive for a high-performance culture with continuous business improvement. The overall aim of the role is to work in collaboration with the Warehouse Administration team, in communication with Operations, Customer Service and other business functions to provide efficient and outstanding customer service. The Warehouse Administrator will work as a key communicator in the business, integrating and partnering across functions to ensure the highest standard of service is given to our customers.

Departmental Structure

The Warehouse Administrator will report directly to the Business Services Coordinator and will be expected to work collaboratively with the Warehouse Administration to further strengthen the Jenkins Shipping customer service.



ROLE SPECIFICATION

Functional Responsibilities

- Booking trucks in/out of the warehouse
- Monitoring booking in and out times to maintain a warehouse productivity KPI
- Using the Warehouse Management System (WMS) including, inputting stock and processing deliveries, locating stock, checking for discrepancies and adjusting stock
- Creating invoice schedules for the accounts team
- Tracking shipments
- Dealing with Customer queries
- Generating daily reports
- Labelling and locating stock
- Checking invoices against goods received notes
- Preparing tally and intake sheets for operations to inform them of expected cargoes as per shipment;
- Communicating with the Customer Service Team in regard to ensure container pins and clearance are received ahead of goods arrival;
- Ensuring the relevant paperwork is provided to the Customer Service Team for goods arriving;
- In conjunction with operations, investigate any discrepancies between expected and received cargo and resolve;
- Report any stock discrepancies to the Customer Service Team;
- In conjunction with operations, take record of any goods arriving in damage condition and ensure the relevant stock is quarantined and reported to Customer Service for updating on the WMS;
- Report repairs to Customer Service Team;
- Processing delivery notes as per customer orders accurately;
- Provide reports to facilitate stock inventories, investigate discrepancies and adjust warehouse management system as required;
- Answer and manage incoming phone calls;
- Organise and file Proof of Deliveries (signed delivery notes);
- Maintain productivity KPIs as required;
- Develop and maintain strong relationships with peers and colleagues in the wider business;
- Build strong relationships within the Warehouse Administration Team and provide colleagues with support in delivering results.



PERSON SPECIFICATION- CRITERIA

IN ORDER TO SUCCEED IN THIS ROLE, THE INDIVIDUAL WILL HAVE THE FOLLOWING CRITERIA:

Essential:

- GCSE grade C and above In English and Maths;
- Administration experience in a warehouse environment;
- Experience of working closely with Operational and Transport Teams for service delivery;
- Excellent working knowledge of Microsoft office products, particularly Microsoft Excel and Word;
- Ability to develop good working relationships with customers and colleagues.
- Experience in communicating at different levels across an organisation and the ability to adapt tone and style to suit audience;
- A demonstrable track record of excellent organisational, analytical, prioritisation and problem solving skills, e.g. able to establish a clear structure to your work to maximise the best use of your time;
- The ability to deal with and manage competing priorities with precision and accuracy;
- Professional written communication style;
- Experience in problem solving and working proactively towards solutions.

PERSON SPECIFICATION- COMPETENCIES

THE KEY COMPETENCIES FOR THE EFFECTIVE PERFORMANCE OF THIS ROLE ARE:

Customer Service Orientation

Delivers a high quality service in accordance with the agreed service provisions and standards expected from the role/ function. Is committed to providing an excellent service to ensure a high level of customer satisfaction is achieved. Understands the links between own personal professionalism and the possible impact on the company.

Resilient

Ability to overcome setbacks in order to achieve objectives. Ability to remain determined in adverse/ difficult circumstances.

Teamwork and Collaboration

Supports a positive team environment where team members cooperate, participate and respect each other to achieve desired results. Collaborates across departments and the business towards a common purpose to achieve business benefit.

Problem Solving

The ability to precisely gauge a situation and arrive at a positive solution, which takes into consideration defining the problem, devising alternatives and evaluating and implementing the most suitable solution.

Communication

Structures and pitches all communications at an appropriate and relevant level to meet the needs of a range of audiences. Present ideas persuasively and takes opportunity to reinforce important messages. Writes clearly, unambiguously and logically using appropriate style and language.

Diligence

Applies high levels of accuracy and precision to all tasks. Demonstrates attention to detail and is persistent in efforts to produce high quality and accurate work.

Flexibility/Adaptability

Ability to change priorities to meet others' expectations. Adaptable to shift position on issues in response to a changing situation and an ability to overcome setbacks in order to achieve objectives.

Relationship Management

Ability to gain the trust and co-operation of, and build effective working relationships with a wide range of people. Ability to use appropriate interpersonal style with all stakeholders.

IN RETURN, WE OFFER:



- Salary circa £25,623
- Free on-site Parking;
- Contributory Pension scheme;
- Life Assurance;
- Development Opportunities;
- Opportunity to be part of a strong private equity backed business at an exciting stage in our growth.