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| Job Title  | Warehouse Fulfilment Assistant |
| Reporting to | Warehouse Manager/Retail Manager |
| Location | West Bromwich Albion FC Warehouse, 25 Birmingham Road, West Bromwich, B70 6RR |
| Line Management Responsibility | None |
| Main Purpose | The role of the Warehouse Fulfilment assistant is to work as part of the warehouse team to ensure the efficient running of the warehouse operation to include fulfilment of online orders and the control of stock across the whole department. |
| Working Hours | Casual Contract, you will have allocated shifts, Monday to Friday, between the hours of 09:00 – 15:00. |

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| DUTIES & RESPONSIBILITIES |
| Your main responsibilities for this role include, but are not limited to the following: * To ensure the warehouse operation is run efficiently with all health and safety regulations adhered to.
* To ensure the warehouse fulfilment processes are efficient and streamlined meaning orders can be sent to customers in a timely fashion.
* Ensure all online and mail order purchases are fulfilled on the day they are ordered by the customer if ordered prior to 9am on that day.
* Report any delays or issues back to the Warehouse Manager.
* Liaise with the Warehouse Manager/Supervisor to ensure the stores are appropriately stocked in a timely fashion.
* Responsible for kit personalization.
* Assist the warehouse manager to carry out stock-take activities to have minimal effect on the operations of the department.
* Work with the warehouse manager, to manage the delivery of all internal orders to the relevant department in a timely fashion.
* Work with the e-commerce team to ensure returns and exchanges need to be dealt with in a timely fashion.
* May be required to drive the company van when necessary.
* Safety clothing and footwear to be provided for tasks in the warehouse area if required.
* To contribute positively to the Clubs vision and culture
* To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything.
* To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour.
* To fully participate in one-to-ones and departmental reviews and meetings.
* To fully participate in annual and mid-term appraisals.
* To understand the Club’s Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role.
* To promote and assist with Safeguarding.
* To carry out CPD and keep up to date with any training and updates relevant to the role.
* To ensure the health & safety within the Club for self and others is adhered to at all times.
* To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding.
* To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands. |
| PERSON SPECIFICATION |
| Essential Criteria |  |
| * Highly organised and methodical approach to workload
* Confidential and diplomatic
* Excellent communication skills both written and verbally
* Full driving license
* Right to Work in the UK
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**Equality and Diversity**

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Applications will only be accepted when received through our online vacancy platform iRecruit:**

[**https://irecruit.efl.com/vacancies**](https://irecruit.efl.com/vacancies)

**Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment. WBA’s Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

A DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out prior to commencement in /for this post.

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| **Signed** | **Name** | **Date** |
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