

## JOB DESCRIPTION

**JOB TITLE:** Warehouse Operative

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Retail Warehouse

**LOCATION:** Home Park, Windsor

**REPORTING TO:** Warehouse & Fulfilment Supervisor

### Job Context

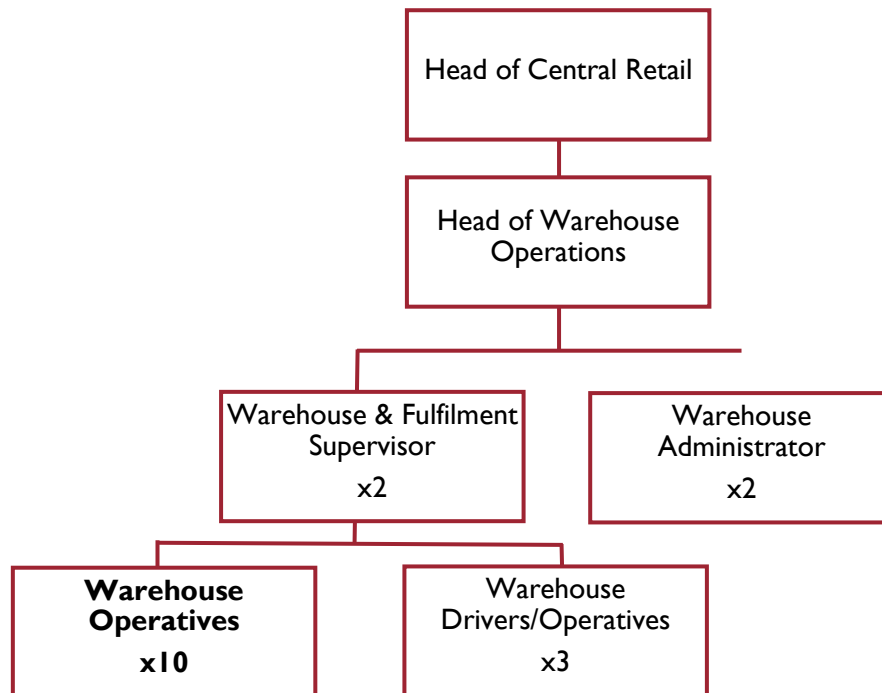
Royal Collection Trust is a department of the Royal Household and the only one that undertakes its activities without recourse to public funds. It incorporates a charity regulated by the Charity Commission and the Office of the Scottish Charity Regulator, The Royal Collection Trust, and its subsidiary trading company, Royal Collection Enterprises Limited.

Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. The Royal Collection is one of the largest and most important art collections in the world. It comprises almost all aspects of the fine and decorative arts, runs to more than a million objects and is spread among some thirteen royal residences and former residences across the UK. At The King's Galleries in London and Edinburgh and in the Drawings Gallery at Windsor Castle aspects of the Collection are displayed in a programme of temporary exhibitions. Many works from the Collection are on long-term loan to institutions throughout the UK, and short-term loans are regularly made to exhibitions around the world as part of a commitment to broaden public access and to show parts of the Collection in new contexts. The works of art in the Royal Collection are held by The King in trust for his successors and the nation.

Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The King's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The King's Gallery). The monies generated from admissions, and from associated commercial activities are invested in the care and conservation of the Royal Collection and the promotion of access and enjoyment through exhibitions, publications, loans and educational activities.

The warehouse is based in Shaw Farm, Windsor with two satellite excess storage locations and acts as a distribution centre for all customers, retail wholesale and eCommerce; and manages the ensuing stock movements through two separate computer systems. It is responsible for the distribution of all stock to the nine permanent shops and three temporary shops, across three sites and processes approximately 3 million units per year.

## Organisational Chart



## Job Purpose

To action the timely and accurate movement and delivery of goods through the Warehouse to retail shops and external customers, and to assist in the packing and dispatch of customer orders.

## Principal Accountabilities

- To accurately pick and pack orders to a high standard ensuring that we continuously provide excellent customer service and fulfil our customers' expectations
- To unload deliveries from suppliers' vehicles, checking that all goods are correct, the right quantity and suitable for sale to ensure an accurate stock system is kept
- To advise the Administrator of any items not delivered as expected or damaged enabling them to contact the supplier
- To ensure that stock is labelled and placed in the correct locations within the Warehouse and rotated according to delivery date bringing the older stock to the front
- To carry out ad hoc stock checks as requested, investigating any queries as they are raised
- To ensure that Health and Safety policies and procedures are followed at all times to maintain a safe working environment, and when using any equipment, reporting issues or faults as necessary.
- To pack, load and deliver stock as requested to individual stores, and take in to their stock rooms in a methodical and organised manner

- To support the dispatch of individual customer orders, in accordance with any specific requirements. These requirements change seasonally, and a balance of priorities needs to be maintained
- To undertake any other duty which may reasonably be requested

## Job Dimensions

The Royal Collection Warehouse and Distribution Centre processes 3 million units per year serving nine shops across three sites, plus a wholesale and e-Commerce business, including delivery and collection to third party locations. The job holder has no line management or budgetary responsibility.

## Decision Making Responsibilities

The post-holder resolves most of the day to day issues that arise in the course of duty but would refer regularly to their Manager with more complex issues.

## Practical Requirements

The post-holder is principally based at Home Park in Windsor. The location is not close to public transport, so the post holder will be responsible for arranging their own transport methods.

The standard working hours are 37.5 per week over 5 days, Monday to Saturday. However, due to the nature of the position, the post-holder should have a flexible approach to working hours and be available to work some early morning and evening shifts during peak periods.

The post-holder will be required to complete an average of eight deliveries to our Retail shops per week.

The post-holder will be required to move heavy stock and stand for long periods as well as driving some long distance deliveries. The job is therefore physically demanding, however, consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

## Person Specification

### Essential:

- Be able to pack, load and unload substantial deliveries
- Have basic computer skills; Retail specific IT training will be given on site
- A customer-focused approach, able to pack orders appropriately with very high standards of accuracy and quality
- Possess strong organisational skills with the ability to work under pressure and multi- task

- A proven ability to work effectively as part of a team, provide support and encouragement to team members and establish good professional relationships with colleagues
- Good numeracy and literacy, able to work accurately with figures and maintain excellent attention to detail
- A reliable and flexible approach to work

**Desirable:**

- Warehousing experience would be an asset, but is by no means essential.
- Hold a HGV (Category C1) licence and CPC qualification