



JOB DESCRIPTION

Post: Warehouse Assistant

Department: Tate Commerce

Reporting to: Warehouse Supervisors

The Company Tate Commerce is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

The Department The Company operates its own **Distribution Centre** in Chadwell Heath, Essex. This provides logistical support and fulfilment services to Tate Enterprises customers who include; their own shops (at each Tate gallery), national and international retailers, online shop and other galleries and institutions from around the world.

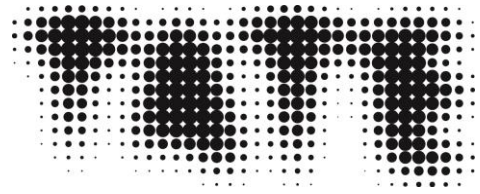
The Distribution Centre supports a product mix, comprising of Tate published books, including exhibition catalogues, general art and children's titles, and merchandise including; 3 dimensional products, postcards, prints and souvenirs.

The Distribution Centre operates up to 7 days a week with two shift patterns.



Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job To control the flow of stock through the Distribution Centre, monitoring goods in and out, safely and efficiently moving and handling items and keeping accurate stock records.



Main duties and responsibilities

- Use the daily picking list to manually select stock to fulfil orders from the bulk warehouse storage area
- Match order invoices to picked stock and package to agreed standards
- Process appropriate postage method or courier service for each order
- Process incoming deliveries by counting stock and carrying out Goods Receiving system
- Systematically assign warehouse locations for incoming stock, according to set procedures
- Carry out customer stock returns, reconciling authorisations to requests and deal with anomalies or variations
- Take part in rolling stock counting, routine stock checks and bi-yearly full warehouse stock-takes
- Carry out all tasks in strict adherence to all Security, Health and Safety requirements and policies
- Ensure all work is carried out to highest operational standard, with close attention to housekeeping, cleanliness and tidiness
- Carry out daily general housekeeping duties including sweeping up, tidying and disposal of waste material
- Depending on status and certification, operate the fork lift truck and transit van, making deliveries to Tate's London sites
- Take part in processing and clearing obsolete or faulty stock
- Notify supervisors of any stock anomalies and work with them to rectify
- Work with supervisors to raise credits against any orders where stock cannot be fulfilled
- Often working to demanding deadlines and service targets, the DC team have to be dynamic and flexible to meet the high standards expected of Tate by our trade, individual and internal customers.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role.



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Person Specification

Essential

- Previous experience working in a warehouse or distribution environment
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Excellent written and verbal communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and external contacts
- Considers Health and safety implications routinely
- Excellent time-keeping and time management skills
- Excellent attention to detail and accuracy, with a systematic approach to work
- Rudimentary IT skills including basic knowledge of Outlook, Word and Excel

Desirable

- Fork lift truck certificate
- Experience of using a sales and stock database

Competencies

- Shows a commitment to Tate Commerce and an interest in the aims of Tate
- Balances a varied workload and shifting priorities to deliver results on time
- Plans and prepares effectively to ensure delivery of the agreed results
- Responds positively to change
- Proactively develops and maintains effective relationships
- Communicates clearly, keeping others informed appropriately
- Adheres to Tate's Dignity and Respect policy in all their activities
- Develops better and more efficient ways of doing things
- Is solution-focused and open to new ideas
- Evaluates their own development.



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