WineWorks Ltd
Position Description Inventory Storeperson

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| Location | Hawkes Bay |
| Department: | Warehouse |
| Reports to: | Warehouse Admin Team Leader |
| Date of Issue: | March 2024 |
| **Working Relationships** |  |
| Internal: | Warehouse & Distribution Team |
| External: | Clients & Suppliers |
| **Authority** |  |
| Spending: | $ 0 |
| Staffing: | No direct reports |

Our Culture

We aspire to a culture where the following values shape our behaviour:

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| **Logo  Description automatically generated** | Our clients are our life blood. We know that they are why we are here. We work in a flexible and responsive manner to support their operations and meet their individual needs.  |
| **Icon  Description automatically generated** | We do what we say and we’re reliable. We take complete ownership of the process and the tasks that are asked of us. We are committed to go about our job in a straight up way. |
| **Icon  Description automatically generated** | Passion and pride run deep throughout our organisation. We care for the growth of our colleagues and clients, the safety of our workmates and the environment in which we live. |
| **Icon  Description automatically generated** | We’re one big team who embrace difference and respect each other regardless of job title. We emphasise the value that comes from working together with one focus. |
| **Icon  Description automatically generated with low confidence** | We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards. |
| **Icon  Description automatically generated** | We love to find solutions and believe there’s always a better way to do things. It is this spirit that built the business and will take it to the future. |

Organisation Context

Role Purpose
To be responsible for maintaining control of the inventory system and ensuring inventory control procedures are followed at the Hastings site. Maintain Wineworks owned items to an agreed level.

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| KEY TASK | EXPECTATIONS |
| **Follows our Culture** | * Champions our culture, promotes & role models the values and behaviours at every opportunity.
* Ensures that their work is undertaken ethically, safely, sustainably and with a quality focus.
* Actively engages in development opportunities to support this.
* Engages in health, safety, sustainability & quality initiatives and seeks continuous improvement.
* Is compliant with relevant legislation and certifications, such as BRCGS, so as to meet legal and client requirements.
* Assists in projects to reduce our impact on the environment.   Is familiar with all relevant policies and procedures that support our Culture and compliance, understanding their roles and responsibilities that are described by these documents
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| **Training / Records** | * Maintain systems, department SOP’s as required, ensuring all tasks associated with Inventory are documented.
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| **Variance Investigation** | * Maintain responsibility for inventory variances.
* Ensure a thorough investigation is conducted for any significant inventory variances.
* Provide effective feedback to WineWorks clients regarding inventory variances in a timely manner.
* Maintain good communication with the wider WineWorks team regarding inventory variances.
* Investigate any reported short supply variances.
* Maintain records of any investigations conducted.
* Ensure the inventory control database is maintained to reflect corrected variance.
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| **Cycle Counting** | * Conduct both WineWorks and Client cycle counts as required.
* Investigate inventory inquiries as required and report in a timely manner.
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| **Subject Matter** | **Internal Damage:*** Ensure the procedure for the processing of stock damaged by a WW is conducted.
* Ensure details of the damage are recorded in the CRM as appropriate.
* Ensure the one-week time frame for dealing with any damaged stock is met.
* Notify the admin team leader of damage to stock if the client needs to be advised.
* Ensure the inventory control database is maintained to reflect corrected variance.

**External Damage*** Ensure the procedure for the processing of stock damaged by a WW freighting provider is conducted.
* Ensure details of the damage are recorded in the CRM as appropriate.
* Notify the admin team leader of damage to stock caused externally so their procedures can be followed and claims with the carrier can be completed.
* Ensure the inventory control database is maintained to reflect corrected variance.
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| **Production / Confirmations** | * Ensure all inventory quantities at the staging locations are managed effectively.
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| **CRM (Client Relationship Management)** | * Coordinate the entry of corrective actions for Client Complaints & Freight Damages, investigation of root cause and accurate reporting through CAR reports.
* Assist in researching, analysing, and developing process improvements for issues raised by clients.
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| **Client Service** | * Form and maintain good working relationships with clients, ensuring confidentiality, professionalism and discretion are maintained at all times.
* Provide communication with clients on topics such as inventory control, inventory variances, freighting information etc.
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| **KPIs** | * Ensure client complaints are investigated and closed within 30 days.
* All Client enquiries are acknowledged within 24 hrs and updates are given as and when required.
* WWHB and Client Stock Accuracy Target = >99%
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| **Personal Development** | * Ensure you remain contemporary in terms of your technical and industry knowledge and capability through research, reading and relevant training and development opportunities.
* Maintain a broad business and commercial perspective.
* Proactively identify methods to utilise this information for the benefit of the business.
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| **Other duties – perform other duties as required** | * Flexible & willing to perform a variety of tasks.
* Willingly takes on additional tasks/responsibilities to assist the team and the client.
* Actively participates in matters/meetings affecting the business, their team or their department
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Work Complexity

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| **Accountability** | **Complexity** | **People Responsibility** | **Relating to Others** | **Expertise** |
| Contributory | Non-Complex Decision Making | No Direct Reports | Courtesy Plus | Vocational |

*Based upon Strategic Pay SP5 Job Evaluation Methodology – For HR Reference Only*

Leadership Competencies

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| **Leading Self** | **Achieves Results****Holding themselves accountable to meet their commitments** | **Builds Relationships and Values Difference****Building relationships through communication, valuing difference, and aligning with our values** | **Being Adaptable****Handling change and looking for better ways of doing things** |

Skills, Knowledge, and Experience

* Ability to communicate well
* Strong attention to detail and analytical skills
* Strong administrative skills
* 1-3 year’s FMCG experience
* OSH Forklift Certificate
* F Endorsement

Basic Computer Skills