

Support Team – Stock Control

PART 1: JOB DESCRIPTION

Job Title:	Support Team - Stock Control
Location:	This role is based at HILS' Meals on Wheels site in Ford, but covers all HILS' West Sussex sites and the candidate will be expected to travel to all locations as and when required. HILS' West Sussex sites are Ford, ; Horsham, RH12 1GZ; and other sites based in West Sussex. A company vehicle is usually provided for travel between sites, otherwise mileage will be paid.
Salary:	£12.35 per hour
Hours of Work:	<p>The successful candidate will be required to work 30 hours a week, flexibly between the hours of 08:00 till 17.00. This will be subject to the line manager's discretion.</p> <p>This contract will be up to 5 days over 7, but we will also consider part-time work – please state if you are looking for part-time work during the recruitment process. This role will involve weekend working.</p>
Type of contract:	Permanent
Responsible to:	Team Leader, Shift Lead (where applicable)
Responsible for:	No direct line management responsibility.
Contacts:	Internal and external customers, clients, next of kin, other Community Team and Support Team members, Team Leader, Shift Lead, Senior Team members, Support Services
Role Summary:	
<p>Health and Independent Living Support (HILS) is a growing charitable social enterprise, providing services to clients in Hertfordshire and West Sussex to enable them to live independently in their own homes.</p> <p>The primary function is to provide support to ensure the smooth running of all of HILS' stock ordering and management processes in West Sussex.</p> <p>The successful post-holder will be expected to offer excellent customer service to internal and external parties.</p>	
Principal Responsibilities	

Stock control responsibilities

- To ensure the successful daily management of stock, and to cover stock management and food picking for all sites, including the transportation of food between sites, as and when required.
- This includes, but is not limited to:
 - Monitoring and being responsible for all food stock at all sites, which will involve:
 - Ensuring correct stock rotation following a First-In-First-Out methodology, and that stock is used within the correct dates.
 - Complete a monthly stock take for frozen food and all other foods including tea and other sundry service items.
 - Comparing stock take figure with daily manual figures and reporting any variance to your line manager
 - Taking responsibility for the accuracy of stock figures.
 - Being responsible for the management of all fridge / freezer equipment, including effective maintenance and security.
 - Ensuring that the storage/freezer areas are kept clean and tidy.
 - Checking in and signing for all orders, ensuring that the delivery matches the order and delivery note, and that all inward goods are in the correct condition.
 - To ensure that relevant deliveries are temperature checked & this information is recorded. If temperature is not correct this must be reported to the Team Leader.
- To work with the site Support Teams to ensure that food orders for all sites are placed in a correct and timely manner, managing client demand and freezer stock effectively.
- To liaise with suppliers on behalf of HILS and maintain good relationships.
- To lead the site kitchen/ loading team to ensure the successful packing of the daily meals service, and to cover kitchen/ loading roles when required, which includes work in the freezer, in the yard, and at other HILS sites.

General responsibilities

- To adhere to HILS' 'clear desk' policy.
- To cover basic administrative duties in the office, including answering the telephones, as required.
- To cover delivery rounds as and when required. Whilst on a delivery round, all team members are required:

- To adhere to the Highway Code at all times, ensuring that vehicles are driven in a safe manner, with due care and respect for other road users.
- To report any vehicle incident immediately to the Team Leader. An incident report form must be completed as soon as it is safe to do so.
- To report any motoring/speeding offences affecting their driving licence and any other convictions received that may affect their position within the company as soon as you are made aware of them.
- To undertake such cleaning duties as detailed on the cleaning schedules, including responsibility for cleanliness of the vehicle.

Team meetings and training

- To participate in staff meetings to review the service and assess any need for changes.
- To participate in team update sessions, such as team meetings.
- To attend all relevant training and refresher training as required.
- To ensure that you conduct yourself in accordance with your responsibilities under the Health and Safety at Work Act 1974.
- To ensure compliance with the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995, and any subsequent amendments and all other relevant Food Hygiene legislation and guidelines.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by your line manager and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

Qualifications & Job Requirements:

Essential:

- Full UK driving licence
- Ability to understand written and oral English
- Satisfactory DBS check
- The right to work in the UK

Desirable:

- Food hygiene certificate
- Clean driving licence
- Basic first aid
- Flexibility to work weekends and provide cover as required

Skills, Knowledge, and Experience:**Essential:**

- Good office experience
- Good IT skills with knowledge of Word and Excel, and ability to learn a new computer system.

Desirable:

- Experienced in working with the elderly
- Experience of stock control.

Personal Qualities:**Essential:**

- Able to communicate with customers effectively
- A team player
- Reliable
- Ability to work on own initiative
- Ability to work under pressure and to tight deadlines

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES**HILS' Values and Behaviour Statement:**

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: **Caring** for our clients; working for our local **communities**; being **cost-efficient**; working **conscientiously**; **communicating** effectively and developing **creative** new services. Our clients have high expectations of our services, and as such, we expect everyone who works for Health and Independent Living Support (HILS) to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.