

ROLE PROFILE

Role Title	Dispatch Assistant	Location	Regents Park Road – London
Business Unit	Facilities	Job Family	Support
Reports to Role Title	Facilities Manager	Sub Family	Support

PURPOSE

To assist with all Dispatch courier queries, logging inbound samples, keeping up to date stock control records, keeping all wine samples safely storage in the most organized manner avoiding communal areas from obstruction. To offer business support to Facilities team with any ad hoc tasks.

CORE REPSONSIBILITES AND PROCESSES

- Opening the office following H&S procedures in place Monday to Friday at 8:00 am.
- Being physically fit to lift and move wine boxes around the office using provided trolleys.
- Efficiently answering and coordinating all courier requests via email, phone or verbally, meeting delivery deadlines.
- Receiving, logging, and organizing all wine samples coming into the office complying with H&S regulations. This includes keeping samples room, wine racks and communal aisles tidy and free from obstructions.
- Order packaging supplies and forecast business needs while doing so.
- Be hands on and resourceful for any ad hoc tasks within the business support team.
- Provide cover for receptionist lunch break.
- Excellent clear communication and customer service skills required.
- Basic computer skills required including Microsoft Office package and printing solutions.
- Post room/dispatch experience desirable but not compulsory for the right candidate.

CROSS FUNCTIONAL CONTACT

Facilities Manager
Receptionist

COMPETENCIES / EXPERIENCE / SKILLS

The successful candidate will show initiative and diligence, receiving and shipping wine samples nationally and internationally, as well as being responsible for managing infrastructural storage capacity against quantity of samples on site, reporting directly to Facilities Manager whilst team working with front desk administrator. Manual handling training will be provided as well as respective induction to DHL easy ship software.

- Basic computer skills, competent at: Microsoft Office package - spreadsheets, printing, and scanning
- Clear communication skills
- Excellent customer service
- Hands on attitude
- Team player
- Eager to learn and pick up on new systems
- Well presented

QUALIFICATIONS/ATTRIBUTES

- GCSE Levels or above
- Physically fit to move wine samples around

ROLE DIMENSIONS

No of Direct Reports	1	Financial Impact (Direct)	
Total Team Size	3	Financial Impact (Indirect)	
No of Locations	1	Other/ People Manager (yes/ no)	HR

Back Office Use only:

Cost Code		Reward Level		Grade (if applicable)	
Salary Survey Ref		Career Level		Date Created	
Salary Min		Salary Mid		Salary Max	