



Warehouse and Office Support

Recruitment pack: July 2024

About the role

About us

ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to engage, elevate and empower young people aged 11 to 25 years in greatest need.

Our goal is to engage them through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of young people in greatest need.

We believe that young people should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

For further information about ASDAN, please visit our website: [asdan.org.uk](https://www.asdan.org.uk)

About you

We are looking for someone to support our Publications and Customer Services Coordinator with our warehouse operations, which involves taking responsibility for managing and storing incoming stock; picking, packing and posting outgoing stock; supporting stock control and supporting other office roles with onsite room and event arrangements; as well as monitoring and managing kitchen, bathroom and office supplies.

This is an exciting vacancy for an enthusiastic and organised individual with good communication skills.

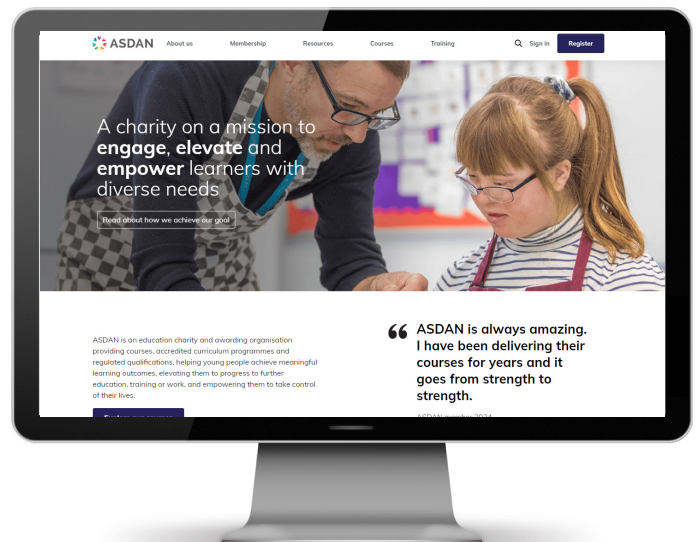
This role is part time, four days a week, working from our main office in St George, Bristol. Working days to be agreed with the successful candidate.

For more information about the role

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Conditions and how to apply

Contract	12 month contract
Salary	£22,583 (Band 2, point 15)
Hours of work	30 hours, 9.00am to 5.00pm, four days a week, between Monday to Friday, days to be agreed.
Pension	Scottish Widows. Post holder has option of two levels of contribution: <ul style="list-style-type: none">• employee 3% employer 6%• employee 6% employer 9%
Leave entitlement	Starting at 19 days (24 FTE), rising an additional day per year to max 25.6 days (32 FTE), in addition to statutory bank holidays (pro rata to four day working).
Location	St George, Bristol

How to apply

To apply for this position please visit the vacancies section of the ASDAN website asdan.org.uk/vacancies where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form. Only applications made using the application form will be considered.

Within your application form, please include a clear outline of why you feel you would be a suitable applicant for the position, including examples of your skills and experience, referring to the person specification as appropriate. Please email your applications to personnel@asdan.org.uk

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

Key dates

- **Applications close:** 9am Monday 19 August 2024
- **Interviews:** Week commencing Monday 27 August 2024

Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

For an informal conversation about this opportunity, please contact personnel@asdan.org.uk to arrange.

Role description

Title	Warehouse and Office Support
Accountable to	Publications and Customer Service Coordinator
Liaison with	Publications and Facilities Team, HR, Executive Coordinator

Job purpose

To work as part of the Publications team to ensure all orders are picked correctly and packed safely in a timely manner, and to liaise with the Publications and Customer Services Co-ordinator to manage stock and complete regular stock checks, alongside general post and building support.

Responsibilities

- 1 Ensure accurate picking, packing and dispatch of publications orders
- 2 Support stock management
- 3 Management of incoming post and sort outgoing ASDAN post in preparation to dispatch
- 4 Provide general warehouse and office support
- 5 In common with all staff

Key duties

1. Ensure accurate picking, packing and dispatch of publications orders

- a Pick customer orders for publications from stock and pack for dispatch within operational procedures and timelines.
- b Ensure all packages are packed to prevent damage in transit.
- c Organise cost-effective transit through appropriate channels as directed.

2. Support stock management

- a Ensure stock items that arrive in separate components are appropriately assembled into folders. This includes tasks such as ensuring folders have the correct components and dividers.
- b Receive orders for stock of books and stationary supplies, unpack and store appropriately and in an organised manner.
- c Assist with stock checks and management of stock, in line with quantities from Sage Intacct recording system.
- d Prepare and distribute training packs for webinars and INSETs.

3. Management of incoming post and sort outgoing ASDAN post in preparation to dispatch

- a Sort and deliver incoming post.
- b Sort outgoing ASDAN post in preparation to dispatch with Royal Mail.
- c Create labels and follow dispatch procedures for courier service (Fedex).

Role description

4. Provide general warehouse and office support

- a Undertake general warehouse duties to ensure the warehouse is clean and tidy, and manage the locations of stock and other objects in the warehouse so as to particularly keep rear fire exits and warehouse access free from obstruction.
- b In liaison with the Executive Co-ordinator and HR, support with staff training or administration where required, such as arranging and booking events, preparing materials and maintaining records.
- c Maintain an oversight of stocks of cleaning and hygiene products, and kitchen supplies, purchasing replacements where necessary.

5. In common with all staff

- a To support the charitable purposes of ASDAN.
- b To actively work to secure the sustainability and growth of ASDAN.
- c To manage ASDAN's resources effectively and efficiently.
- d To provide the highest standards of customer service to customers of ASDAN.
- e To support collectively leadership, development and relationship building across ASDAN, and with relevant markets and stakeholders.
- f To participate in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post, supporting ASDAN's strategic objectives.
- g To effectively promote the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy.
- h To uphold and promote ASDAN's Equality policy and practices, respect the unique contribution of every individual and to work positively in an environment that promotes equality and diversity.
- i To ensure awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation.
- j To keep up to date, for the efficient execution of the role, with new legislation, procedures and methods.
- k To comply with the requirements of GDPR (General Data Protection Regulation) and follow good practice with regards to the security and confidentiality of information.
- l To present an appropriate professional image of ASDAN.

It should be understood that this job description may change as ASDAN develops, following discussion and agreement with the post holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments.

Person specification

Qualifications	Essential or desirable
<ul style="list-style-type: none"> • Good GCSE (English and maths at Grade C/5 or above) or equivalent vocational qualification results 	Essential

Experience – evidence of:	Essential or desirable
<ul style="list-style-type: none"> • High level of personal organisation and administrative skills with the ability to meet deadlines 	Essential
<ul style="list-style-type: none"> • Good attention to detail 	Essential
<ul style="list-style-type: none"> • Good interpersonal and communication skills 	Essential
<ul style="list-style-type: none"> • High level of literacy and numeracy 	Essential
<ul style="list-style-type: none"> • High standards of customer service 	Essential
<ul style="list-style-type: none"> • Experience of using administrative systems and processes 	Desirable
<ul style="list-style-type: none"> • Experience of managing and replenishing stock levels 	Desirable

Skills, knowledge and expertise – evidence of:	Essential or desirable
<ul style="list-style-type: none"> • Professional interpersonal and communication skills with a demonstrable positive approach to supporting colleagues 	Essential
<ul style="list-style-type: none"> • High standard of written and verbal communication skills in English, of a standard which will enable the candidate to apply best practice communications with colleagues, contacts and customers in a business environment 	Essential
<ul style="list-style-type: none"> • Ability to adapt to changing circumstances 	Essential
<ul style="list-style-type: none"> • Skilled in using Microsoft Office software including Outlook, Word and Excel 	Essential
<ul style="list-style-type: none"> • An aptitude and willingness to learn and use the relevant operational IT systems to a high level of skill 	Essential
<ul style="list-style-type: none"> • Ability to analyse data to identify errors and inaccuracies 	Essential
<ul style="list-style-type: none"> • Ability to prioritise tasks to meet deadlines 	Essential
<ul style="list-style-type: none"> • Knowledge of GDPR and the Data Protection Act 2018. 	Desirable
<ul style="list-style-type: none"> • Knowledge of safeguarding best practice 	Desirable

Person specification

Personal qualities for this role

- Reliable, punctual and committed
- Highly professional standards of behaviour at all times
- Highly motivated and proactive with a can do approach
- A collaborative team player
- Calm under pressure and in changing circumstances
- Flexible, friendly and helpful



ASDAN

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