

Communication skills

- Use appropriate vocabulary (e.g. alpha-numeric codes) when communicating about stock, either face to face or on the telephone/radio with colleagues
- Use strategies to clarify and confirm understanding and listen to and respond appropriately to questions when required
- Read and understand text for incoming and outgoing delivery notes, tracking goods on site, storage procedures, packing and process of goods to final destinations

Computer skills

- Use ICT programs, e.g. Movex to record delivery, storage and transfers of stock
- Use reading strategies such as skimming, scanning and reading for detail when checking or altering computer records for incoming goods, stock control and outgoing goods
- Use numeracy skills including awareness of number patterns and codes when checking stock encoded and recorded on spreadsheets, databases and stock
- Ensure numerical accuracy in writing skills when recording information or communicating via emails with others such as quantities, dates, times

Health and safety awareness

- Implement procedures for handling goods to ensure own and others' safety when working
- Consider safety issues when transferring goods manually or transporting with moving equipment or machinery
- Become familiar with pre-planned routes for transporting goods to avoid obstacles. Follow safety procedures regarding personal protective clothing
- Undertake manual handling course or forklift truck training, if required

Stock control and record keeping

Company procedures

- Be aware of customer service issues and policies related to complaints about goods, packaging or delivery
- Follow company procedures for checking and recording any damaged items or missing components
- Effectively manage own time to ensure processes and workload can be achieved
- Become familiar with the company's method of coding stock locations, e.g. warehouse B, aisle 27, bay 14, shelf 12, section 3

Handling stock

- Use reading and writing strategies in order to comply with company processes related to delivery of items to store e.g. weekly, monthly or as inter-store transfers
- Use numeracy skills to check numbers of items delivered and that delivery is the same as accompanying paperwork
- Use numerical and alphabetic systems to record, track and manage internal and external transfers of goods
- Use reading and writing skills to complete paperwork related to different modes of freight transfer such as air, road, sea or rail transport
- Use systems to choose, rotate or manage stock items including time limits for perishable goods