



Role Profile

Role Title	Logistics Apprentice
Business group and team	Secure Global Services – Supply Chain and logistics
Job Purpose Overview	<p>SGS's Logistics Apprenticeship scheme is a 15 month programme combining formal academic training delivered via a local college with hands-on practical experience.</p> <p>The role involves undertaking a diverse range of logistics duties working within the HPRDC (Hanslope Park Regional Distribution Centre), the Central Logistics Planning team and with the Accompanied bag service which may include some overseas travel. The successful candidate will work across all the logistics functions working in the following areas undertaking the following duties: Goods Inwards, Issuing, Ordering and stock control within the Stores. Packing, Bagging and Manifesting of Diplomatic Mail and freight. Recording and Processing of disposals and collection and delivery of mail throughout FCO Services Operations facilities. Planning and coordinating logistics projects and working alongside logistics officers.</p> <p>Apprentices will be expected to gain their NVQ Level 2 certificate in Supply Chain Warehouse operative. During the 15 month programme the jobholder will undertake a structured learning programme within the work environment.</p> <p>The jobholder will be required to obtain SC level clearance before taking up duties and then obtain DV clearance at a later stage in the apprenticeship.</p>
Organisational position	<p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <pre>graph TD; A["UDB Logistics Operation Manager C5"] --- B["Logistics Projects and Inventory Manager C4"]; B --- C["Logistics Apprentice"]</pre>

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Date Updated	22 Jan 19	Updated By	R B
Current / Applied Grade	Apprentice	Job evaluation date	Confirmed grade

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

- Accurate data input for Track and Trace
- Understand who our customers are and our KPI's to achieve success
- Processing all items in an efficient and timely manner
- Ensure all products are delivered within the departmental KPI's
- Provide customers with regular, informative updates and responses covering all areas of logistical services, escalating any issues in a timely manner
- Offer assistance to colleagues and cross working between areas within the department, providing flexibility to all areas including Stores, Disposals, Holding Stores, Goods In, Despatch, Mail Room, reprographics, logistics planning and overseas logistics officer work
- Ensure all goods are handled in an appropriate manner and are in good order
- Checking orders against paperwork, highlighting discrepancies and recommending solutions
- Creating paperwork to an appropriate standard and allowing ongoing Track, Trace and Audit
- Enter information onto various FCO Services systems to generate label, delivery note and invoice information
- Maintain a clean and tidy work area
- Adhere to company Policy and procedures, ensuring Health & Safety standards are met, working to high standards within the operating area and in a clean and safe environment
- Ensure all daily checks are carried out for vehicles/machinery trained to use
- Identify and suggest areas where there is scope for improving working practices
- Regular liaison and keeping in touch with the Warehouse Facilities Supervisor and wider FCOS Services and Logistics teams
- Contributing to continuous improvement of the Services and Logistics Despatch, taskforces and lessons learned forums
- Gain an understanding of the logistics planning for projects
- Shadow and learn through overseas travel the nature of work of a logistics officer
- Communicating information up the organization
- Ensuring own professional development through the Training Development Matrix
- To undertake the Logistics Apprenticeship Programme and complete the NVQ Level 2 Certificate as a Supply Chain Warehouse Operative to an acceptable standard

KNOWLEDGE & KEY SKILLS

Essential:

- 2 GCSEs (or equivalent O level) at Grade 5/C or above in English and Maths
- Logical approach to managing workload
- Articulate and accurate data entry for IT systems to deliver efficient and effective Operations
- Good team player
- Effective written and oral communication skills
- Basic understanding of Microsoft Word and Excel

Desirable:

- An awareness of Security requirements
- Clear understanding of Health & Safety requirements in an operations facility

CORE COMPETENCES

Top three for job:

- Managing a Quality Service
- Delivering Value for Money
- Making Effective Decisions

CRITICAL SUCCESS FACTORS

success measured and evidenced by:

- Formal feedback from college, team leaders and customers
- Successful completion of all college work
- Performance in delivering work against agreed deadlines

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N		
Reports to: (Role Title and Grade)	Logistics Operations manager	
Direct Reports: (Number and grades of staff)	None	