



JOB DESCRIPTION

POST DETAILS

Job Title: Stores Assistant

Directly Responsible To: The Stores Manager

Directly Responsible For: Effective operation of the Stores at Plas y Brenin,

Hours of Duty: 24 hours a week with a need to work outside of normal office hours.

Hourly rate: £13.27 - £13.52 an hour

PRIMARY PURPOSE AND SCOPE OF JOB:

The Stores assistant will be responsible for the efficient operation of the centre activity equipment, shop and sporting facilities whilst ensuring that customers enjoy great customer care and the benefit of being able to use great quality equipment as expected of a National Centre.

WORKING RELATIONSHIPS

The role involves working closely with the operational team to ensure that effective planning is carried out to meet the need of our customers at different times. A strong working relationship with the instructional team is needed to ensure that the kit we supply is relevant to the work of MTT and the needs of the customers.

MAIN AREAS OF RESPONSIBILITY:

1. To ensure the daily issuing and checking -in of all centre equipment is carried out in a correct and managed system.
2. To plan in advance what kit is needed and ensure that this is ready for issue and in the correct quantities thus providing a consistent professional service.
3. To provide equipment advice to our customers, working with the instructional team to ensure our customers have the kit they require for the varied programme.
4. To maintain an accurate stock control system for the centre activity equipment.
5. The post holder will comply with all the operating policies, procedures, systems and working practices comply with health and safety, legislation, contract requirements, and industry standards and protocols.
6. To provide great customer service in all aspects of service.
7. To ensure consistent cashing up procedures and correct use of IT systems in line with MTT policies and procedures.

8. To carry out any maintenance of centre equipment to ensure that the equipment remains safe and secure and available for use and the documenting of all checks to provide comprehensive equipment history.
9. Recording and acting upon regular conditional checks of key equipment thus ensuring safe equipment and a comprehensive record of safe monitoring
10. To carry out the sports facility planned maintenance and safety checks - climbing wall, abseil tower, pool, low ropes and ensure that they are carried out at the required frequencies
11. To assist with course transport, arranging drops off and pick-ups as required.
12. To work with the stores manager on the lifecycle planning for the activity equipment and action to ensure best practice and whilst ensuring value.
13. To maintain the best standards of health & Safety and security in the work environment identifying and undertaking training that is needed.
14. To identify and develop the sales opportunities available from the increased use of the sports facilities.
15. To liaise with the our equipment providers and partners ensuring the professional representation of MTT at all times

General responsibilities:

- Remain flexible and adaptable to any additional demand as it is confirmed, and to be available to work different hours including weekends / evenings as required.
- Be prepared to travel to areas in North Wales and North-West England and, on occasions, nationally.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with financial regulations of the company, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the company's policies and procedures as specified in the staff handbook.

Person Specification

This post requires a really organized individual with excellent customer care skills and a broad range of operational knowledge and experience of outdoor activity equipment. The post holder will take pride in playing a leading role in enhancing the company's performance, and be comfortable with operating to targets in a changing working environment.

Key Knowledge, Experience, Abilities and Skills

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| Previous experience working in retail or stores environment with an outdoor activity focus | Essential |
| A good standard of education or strong relevant experience | Essential |
| Implementation and management of health and safety procedures, approaches and standards | Essential |
| Understanding of and experience in managing a comprehensive planned preventative and reactive maintenance regime for activity equipment & facilities | Essential |

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| Good knowledge of stores operations to ensure not only compliance but deliver exceptional customer service | Essential |
| Good IT skills including sound working knowledge of Microsoft Office | Essential |

Personal Qualities and Behaviours

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| Able to manage a heavy work programme and is prepared to prioritise and work flexibly to meet deadlines. | Essential |
| A committed and loyal individual, with a high determination to succeed. | Essential |
| Commitment to respond to customer needs | Essential |
| Excellent interpersonal skills, with the drive to change by working collaboratively | Essential |
| Leads by example, living the organisation's values and acting at all times with integrity, professionalism and to the highest standards | Essential |
| Excellent communication skills - communicates effectively, clearly and confidently in written, verbal and electronic forms | Essential |