

London Borough of Camden

JOB PROFILE

Stores Officer

POSITION TITLE: Stores Officer	DIRECTORATE: HASC
	DIVISION: Repairs & Improvements
	SECTION: Repairs Service
	PAY LEVEL:
REPORTS TO: Stores Manager (PO3)	

JOB PURPOSE

To control, order, receive and issue stock and non stock materials, plant, equipment, PPE and other commodities and consumables used to carry out building maintenance and repairs.

To assist the Stores Manager in the control of the vehicle fleet.

To assist the Stores Manager in providing a highly responsive stores & purchasing facility with high standards of customer care in support of operational staff.

MAIN DUTIES AND RESPONSIBILITIES

- Assist the Stores Manager in the efficient running and control of the stores & purchasing facility including assistance with the supervision of the Stores Handlers. Ensure Council procedures and Standing Orders are complied with at all times.
- Take delivery of goods and materials from suppliers including unloading and storage, checking & verifying correct quantities and quality of goods received for the authorisation of payments to suppliers.
- Monitoring the quality of materials supplied and report / follow up with suppliers any unsatisfactory goods or standards
- Collecting goods and materials from suppliers as and when required.
- Carry out periodic stock checks and audits and reconcile stock balances of all stores areas, including van stocks. Assist with independent stock audits as and when required.

- Maintain accurate and timely records including through the regular use of the Council's IT systems and hand held technology.
- Maintain minimum and maximum stock levels. Raise purchase orders to suppliers for stock and non stock goods and materials within authorised limits / delegated authority.
- Organise the stores facility to ensure the best use of available space and proper storage of goods and materials to minimise waste and damage. Keep the stores clean, tidy and presentable at all times and full compliance with all health & safety requirements.
- Assist in the control of the vehicle fleet including the co-ordination of maintenance schedules, driver details, licensing, insurance, hire & off hire of replacement vehicles etc and liaising with the Council's Transport Service.
- Assist with the issue and control of mobile phones used by the service Stores Manager

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties

WORK ENVIRONMENT

The stores & purchasing facility is essential in supporting the delivery of responsive repairs which is a high volume, fast moving environment. Flexibility and adaptability is essential as priorities frequently change and the need for goods and materials can be required at short notice. Lifting and manual handling is an essential part of the role.

It is a prime requirement of the post that strict procedures are complied with and enforced relating to the ordering, receipt, issue and control of goods and materials

The repairs service to customers operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. The post holder is required to work flexibly in providing the stores facility to support service delivery between these hours. This may include changes to working times / patterns in order to deliver an effective service.

The Council operates an emergency out of hours' repairs service and the post holder may be required to be "on call" as part of a rota with other team members. In case of a Council wide emergency the post holder will be required to support other service areas as part of the Council's response to the situation.

The post holder is required to deputise for the Stores Manager in his/her absence.

WORK CONTEXT

Communications and working relationships

- The post holder will regularly liaise with operational and trade staff, contractors and suppliers in providing an effective stores facility.
- Actively contribute to a strong 'customer focus' within the team including how it involves, engages with, listens and responds to its customers and that overall customer satisfaction with Housing Repairs and Improvement services are high.

Innovation (decision making and creativity)

- Actively provide feedback and recommendations to the Stores Manager to improve the efficiency of the stores facility including the review of stock held, product selection and quality.

CAMDEN'S BEHAVIOURS FRAMEWORK and WAYS OF WORKING

- Model Camden's WoWs at all times and ensure staff follow this example in all aspects of their work
- Demonstrate the required [behaviours](#) for your role:

For All Staff (up to and including PO7)	
Core Behaviours	
Adaptability	LEVEL 2
Customer service	LEVEL 2
Drive improvement	LEVEL 2
Working together	LEVEL 2
Leading people	LEVEL 1

QUALIFICATIONS

- Clean driving licence
- Fork lift truck licence (desirable)

KNOWLEDGE

- Comprehensive knowledge of a wide range of building materials used in repairs & maintenance activities
- Thorough knowledge of standards relating to building products

- Knowledge of relevant health & safety regulations
- Knowledge in the management and control of goods and materials

SKILLS

- Good customer care skills
- Good verbal & written communication skills
- Good standard of numeracy and understanding of budgets and cost control
- Fully literate in the use of IT systems including hand held technology and Microsoft Office
- Organised and methodical approach to work with attention to detail.
- Ability to work within and enforce procedures

EXPERIENCE

- Experience of working in a busy sales, stores & purchasing or customer service environment
- Experience of liaising with a variety of stakeholders and interpreting requirements
- Experience in the control and management of a vehicle fleet

APPENDIX

STRUCTURE

