



DC Colleague

Reporting to: DC Team Leader

Job Location: Milton Keynes

Department: Distribution

The Company

When it comes to designing, manufacturing, and distributing party products, Amscan leads the way. With over 70 years' experience we bring exciting, innovative ranges for all occasions to more than 40,000 retailers around the world. At Amscan we pride ourselves on offering great products at competitive prices, combined with expert advice. We provide a One Stop Shop solution across the three main categories of party, balloons and costumes totalling over 12,000 products in the UK.

Our aim is to be the market leader in the Party, Balloon and Dress Up categories, the best product, the best service, the best place to work.

Scope and Remit

This role involves a broad range of duties that support the Team Leader (TL). Operatives can be assigned to any warehouse duty which include goods inwards, picking and packing, Value Added Services (VAS), Inventory control, or despatch. Duties include working with a bespoke Warehouse Management System (WMS) called S2K. The postholder is expected to provide a professional service to all our customers both internal and external, ensuring all warehouse duties are completed accurately and within the required service level agreements (SLA's) whilst maintaining a safe working environment.

Core Duties

- Support your team in delivering all defined SLA's.
- Undertake a range of warehouse duties to meet the needs of the business (key duties outlined below).
- Follow all health and Safety and Environmental policies and procedures, adhering to all control measures in place.
- Act diligently and with due care and attention for the health and safety of all people in the warehouse environment at all times.
- Handle stock in a controlled and orderly manner that adheres to robust stock integrity.
- Undertake all tasks in line with internal procedures and training provided.
- Maintain the required performance and accuracy standards.
- Develop own individual skills by taking on any recommended and agreed training courses.
- Demonstrate proactivity and support in continually improving warehouse standards both operationally and in relation to health and safety.
- Annual stock take.

Goods Inwards / Replenishment

- Support the TL in delivering all Goods in / Replenishment activities.
- Efficiently and safely unload all inbound cargo shipments.
- Put stock away within agreed SLA's and present all stock to bin locations for picking.
- Conduct all stock replenishment activities that shall provide timely delivery of product for customer fulfilment.
- Ensure that stock presented to all stock locations are in a condition which is fit for purpose for our customers.

Picking and Packing / Despatch

- Support the TL in delivering the Picking and Despatch activities.
- Ensure accurate scanning of item and product locations for all stock transactions using voice system, paper, or handheld scanners.
- Achieve the agreed lines per man hr (LPMH) requirements.
- Ensure that stock collected from all stock locations is in a condition which is fit for purpose for our customers whilst optimising efficient packing to reduce waste and damage during transportation.
- Ensure that all customer orders have been completed correctly and the required documentation for despatch is provided.
- Ensure that all stock despatched from the warehouse is in the best deliverable state.

Value Added Services (VAS)

- Support the TL in delivering the VAS activities.
- Ensure that all VAS customised products are as per the needs of client for ultimate customer satisfaction.
- Inflate balloons correctly, create retail packs of multi-items, label stock, repack and count stock into defined pack sizes.
- Manage and prepare stock for customer orders.
- The above list of tasks is not exhaustive, and the post holder may be required to take on additional tasks as and when required by the company.

Knowledge, training, and experience required

Skills

- Organisational and time management
- Good communication skills – listening and verbal
- Ability to work under pressure and prioritise tasks effectively
- Practical skills
- Flexible and adaptable
- Good attention to detail
- Effective independent and team working

Knowledge and Experience

- Knowledge of the business and/or products
- Detailed hand assembly work
- Working with computerised scanning equipment (RFID) or voice picking systems - Desirable
- Operating Manual Handling Equipment – Desirable
- Understanding of standard operating processes
- Familiarity with modern warehousing practices and methods

Key behaviours and personal attributes

Embrace the Amscan family values by being:

- **Positive and demonstrating an enthusiastic and 'can do' attitude**
- **Respectful, supportive, and empowering your colleagues**
- **Proactive, and turning problems into solutions and learning opportunities**
- **Customer focused and striving for success**
- **Team oriented, balancing hard work with our passion for a party**

Other key behaviours and attributes:

- Flexible approach to work and embraces change in a positive manner
- Willing to take on a variety of tasks
- Self-motivated
- Commitment to adhere to Health & Safety and environment policies and practices
- Reliability and dependability
- Honest