



## **Warehouse and Deliveries Support**

Reporting to the Operations Manager - The role of Warehouse and Deliveries Support is to support production and logistics with an efficient and well-maintained warehouse as well as the delivery of goods to our Direct Supplied customers in and around Bristol. The over-arching goal is to keep Lost and Grounded Brewers at the forefront of the UK and global brewing scene. An essential part of the role is to continually work to improve and promote our company culture of being Raw, Inclusive, Clever and Humble.

Key aspects of the role are outlined below:

### **Responsibilities**

#### **WAREHOUSE**

- Ensure correct stock rotation when packing of orders and correct Goods In and Out for stocktake
- Help ensure that the Warehouse has a safety first and hospitable culture and that all members of the team embrace this ethos
- Ensure that the Warehouse is kept as clean and tidy as possible and that teams are held accountable for its up keep
- Help with packing of consumer orders ensuring correct pack variations, professional look to reflect our high standards, and completed in a timely and efficient manner
- Maintenance of webstore packing area ensuring an efficient and organised operation
- Managing warehouse supplies and communicating items to be ordered
- Ensuring an organised yard and working with production and logistics on returnable production/packaging items, and organising their timely return

#### **DELIVERY**

- Deliver goods to our accounts
- Follow specific routes and time schedule
- Load, unload, prepare, inspect, and operate a delivery vehicle
- Ask for feedback on provided services and resolve clients' complaints
- Collect payments
- Inform customers about new products and services
- Complete required Vehicle Logs and checks where applicable
- Maintaining a clean and organised vehicle daily
- Ensure empty kegs are collected

### **Skills**

- Outstanding, confident communication skills; including clear spoken and written English and an ability to communicate professionally and effectively with people at various levels within the company and with external parties
- A strong desire for accuracy and high levels of attention to detail, even when under pressure

- Phenomenal organisation skills
- Punctual and reliable
- Excellent interpersonal skills
- An ability to prioritise and multitask
- Willingness to take on complex and challenging tasks, even those that may seem daunting at first, and to use problem solving skills to generate solutions
- An ability to ask when help is needed, follow instructions when given and react positively to developmental feedback
- Understand the deadlines facing not only yourself, but the team as whole; maintain flexibility to meet deadlines when required
- A passion for the company, its ethos, it's mission, and the team.
- A team player with enthusiasm, optimism, and a cheery disposition.

**Work Experience**

- Experience of working in a Delivery/Warehouse support role
- Clean Driving License
- Forklift licence desirable

Please email a brief cover letter explaining why you would love to join us, along with your CV to [toni@lostandgrounded.co.uk](mailto:toni@lostandgrounded.co.uk).