

POSITION DESCRIPTION: Application Support Operative

LOCATION: Middlesbrough

POSITION PURPOSE: To support the Supercentre yard operations by assisting in the safe, efficient preparation of specialist equipment and orders, organisation and storage of equipment, monitoring of stock levels, and loading/unloading vehicles, to ensure timely delivery of our specialist equipment to meet Project timelines.

This position is responsible for helping to ensure the safety, cleanliness, and organisation of yard operations within area of responsibility, working closely with other yard teams to ensure this overall.

RESPONSIBLE TO: Application Support Manager

REGULAR CONTACTS:

Internal	Project Co-Ordination Manager Head of Project Delivery Solutions Directors, Senior Solutions Managers, Solution Teams. Installation and Electrical Managers and Teams Mechanical and Electrical Schedulers Application Support Team BIM manager Operational Managers and Hire desk staff. Sales Managers and Sales teams.
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MAIN RESPONSIBILITIES:

- Keep all work areas in a clean, tidy state and that all equipment returned from hire is cleaned and stored correctly prior to entry to the workshop, to ensure that we maintain an organised and environmentally safe workplace within the supercentre
- Assist with the assembly of any equipment required for specialist applications i.e. fitting submersible pumps on to dry well/wet well stands.
- Assist in the preparation of ancillaries and accessories, ensuring that the quality of equipment is fit for purpose before it goes out on hire, and that any damages are promptly reported to the Application Support Supervisor/ Manager
- To assist in the loading and unloading of both internal and external vehicles with the required equipment to ensure timely deliveries to meet project timelines, checking Hire items against paperwork, recording any missing & damaged items on their return to the supercentre.
- Assist in Stock level Control within the Supercentre and escalate to the Supervisor/ Manager when there are low stock holding levels.

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- Clean returned goods where needed, in accordance with safe systems of work, helping to ensure pre-hire checks can occur in a timely manner
- To assist in carrying out small deliveries and collections to and from customer's sites/suppliers where needed to support agreed project timelines.
- To provide clear and accurate communication to your supervisor and work colleagues reference project requirements and equipment, identifying and escalating any potential issues as soon as possible.
- Accurately complete and submit all necessary records to all required standards and timeframes.
- Continually develop your product knowledge and understanding of project timelines and job specifications and be able to identify fittings/adaptors/flanges/specialist equipment.
- To adhere to all PPE and health and Safety requirements within the supercentre. To actively promote these standards to others and report anything that does not comply as quickly as possible.
- Be familiar with company core values and all times be polite and co-operative with all stakeholders, and, when out of supercentre/branch, professionally and positively represent and promote the company.
- Assist all other colleagues of the depot and projects for other branches when required, including working overtime and participating in an on-call rota which may include evenings and weekends, if required by the branch to meet business deliverables.
- To be flexible with your working time to meet project and business needs.

The main responsibilities are outlined above. This is not a definitive list and other tasks/activities may be necessary as the Company's commercial activities require.

QUALIFICATIONS & EXPERIENCE:

- Previous experience within logistics or similar working environment.
- Reliability and good time keeping essential for this position.
- Ability to organise, prioritise and work to tight deadlines.
- Demonstrate good communication skills both verbal and written.
- Work well as part of a team.
- It's vital that you're comfortable working in a fast-paced, high-pressured environment as you will be balancing multiple projects, whilst also working with several internal departments ensuring efficiency and strong output is achieved.
- Ability and willingness to travel within and throughout the UK as and when necessary.
- A full UK driving licence is required for this position as you will need to drive a company vehicle as and required.
- Forklift Licence would be preferred; however, training can be given to the right candidate.