

# Job Description



<b>Job Title:</b>	Supply Chain Warehouse Operative Apprentice – L2
<b>Reports to:</b>	Shift Manager / Supervisor
<b>Grade:</b>	Apprenticeship Grade / Level 2
<b>Date:</b>	2026

## 1. Job Purpose

The Warehouse Operative Apprentice will work as part of the team to ensure that goods are picked and packed to the highest standards, in a timely and efficient manner, to be delivered to customers.

Warehouse Operatives undertake a range of duties including loading/unloading of vehicles and selecting, picking and packing customer orders, ensuring goods are ready for dispatch on time.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague.

## 2a. Key Responsibilities

*An apprenticeship is a learning role; therefore, the list below represents tasks that might be undertaken, however full training will be given. However, full training will be given and tasks will vary depending on placement.*

- Ensure that orders are picked accurately and to the highest quality from individual pallet labels or pick sheets, maintaining high levels of customer satisfaction
- Ensure accurate labelling of goods, parcels and shrink wrapping of finished order pallets  
Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved
- To visually quality check all products and parcels handled
- Safely and efficiently load and unload items into and from vehicles
- Receive goods into the business and accurately place goods in storage locations
- Carry out general housekeeping duties as required, with recognition and understanding of 'work tidy' policies that are in place, ensuring work areas are kept clean and tidy
- To work in a team-based environment where all managers and employees work together for the good of the business
- Demonstrate a willingness to work flexibly in response to service demands, as agreed with the line manager
- Work in line with and maintain high levels of health & safety, ensuring you adhere to all relevant legislation (H&S, Hygiene etc) and that any violations are reported to a line manager
- Correct care and safe use of all company equipment including FLT, pallet trucks and man riders (once authorised and trained to use the appropriate equipment)

## 2b. Generic Responsibilities

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety
- Undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

## 3. Dimensions

- Accountable for coursework and a positive outlook to learning with an outcome of a Level 2 Warehouse Operative Apprenticeship standard.

## 4. Planning and Organising

- Timekeeping and punctuality in line with departmental requirements
- With direction from the line manager completing allocated tasks in a timely manner

## 5. Problem Solving and Decision Making

- No accountability required as this is a training role.

## 6. Communication and Relationships (internal and external)

- Building relationships with colleagues at YPO
- Contacts appropriate to the department
- College Tutor
- Apprentice Manager

## 7. Special Features and Personal Attributes

- A cheerful and optimistic attitude to work
- The drive and determination to 'make things happen'
- Ability to build relationships and rapport with colleagues and customers
- A commitment to self-development
- A good team player

Apprentices are expected to get involved with apprenticeship promotion activities for YPO such as National Apprenticeship Week and careers fairs.

- Does the Fluency Duty apply? No

## 8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
<b>Knowledge</b>			
GCSE or equivalent Grades A*-F (Grade 2 and above) in Mathematics and English Language	x		Application
An understanding of the work and skills required by a Warehouse Operative	x		Application/Interview
A general understanding of Health and Safety e.g. hazards and safe working practices in a warehouse environment		x	Interview
A good understanding of how quality impacts customer service with a keen desire to get it right first time		x	Interview
<b>Skills</b>			
Ability to work well as a team member and follow direction	x		Application/Interview
Keen and hardworking, with a commitment to getting the job done	x		Interview
Good organisational and time management skills	x		Application/Interview
Excellent attention to detail	x		Application/Interview
Ability to use MS Office products to produce documentation e.g. Word		x	Application
<b>Experience</b>			
Any work experience, part time or voluntary employment such as shop work, warehouse or production line etc.		x	Interview
Experience of participation in school/college extra-curricular activities		x	Interview
Experience of working in a team, e.g. sports clubs, hobbies or school project work		x	Interview

**Jobholder Signature:**

**Manager Signature:**

**Date:**