

JOB DESCRIPTION

Storeperson



ROLE TITLE	Storeperson
SECTION/DIVISION:	Financial Services Division, Supply Chain
REPORTS TO:	Lead Officer Supply Chain
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Undertake a range of stores activities within a Supply Chain purchasing hub and stores operation. Provide accurate, efficient and timely services, observing compliance with regulations, standards and procedures; and providing excellent service to internal and external customers.</p> <p>The role is part of the Financial Services team, providing flexible purchasing and stores services across eight hubs of activity: Central, Food/Union, Chemical, Dental, Hospital, Property, Christchurch and Wellington.</p>
ACCOUNTABILITIES:	<p>Provide a range of stores activities, including managing inwards goods and stores operations, appropriate storage and accurate distribution of goods in accordance with legislative requirements and standards, and University policies, procedures and delegations.</p> <p>Be the point of contact for staff and students receiving goods and accessing the store(s). Ensure that entry to the store(s) is managed in accordance with procedures, and visitors to the store(s) are made aware of any necessary health and safety requirements.</p> <p>Collaborate with purchasing staff to identify expected deliveries. Receive, inspect, check and process inwards goods, including verifying and matching goods and services with purchase requisition/order and invoices; check quality, quantity and price; receipt into finance or other systems; appropriately label for storage.</p> <p>Proactively identify matters and issues regarding orders, non-deliveries/deferred deliveries, prices, quantities, quality, back orders, stock changes, notification of discontinued stock and the like. Problem solve or refer as appropriate. Coordinate with purchasing hub and vendor and organise the return of unsatisfactory goods or receipt of replacements. Provide updates as appropriate to the customer/end-user.</p> <p>Unload, deliver or coordinate the safe and timely distribution of goods to the customer/purchaser or end-use location. Ensure goods and equipment leaving the store are charged out and handled appropriately, labelled and packaged correctly and comply with appropriate legislation.</p> <p>Accurately select products to dispense, including dispensing small quantities of chemicals, drugs or other items with compliant labelling to new containers.</p>

Store goods appropriately, being aware of particular requirements e.g. fragile items, critical timeframes for storage (e.g. perishable goods, antibodies), and hazardous goods. Maintain clean, tidy and safe storage and distribution areas and associated equipment and facilities, in accordance with compliance, legislative and other relevant standards.

Process requests for loan equipment and maintain loan equipment register. Monitor status and condition of equipment; identify missing equipment, breakages or maintenance issues; organise repairs, maintenance or replacements in accordance with delegations, including arrangement of WOF and registration of vehicles. Refer or escalate as appropriate.

Monitor inventory stocks, identify shortages and ensure product stock is adequate for all distribution channels and can cover customers direct demand.

Perform stocktakes and audits, understand user requirements, and monitor stock usage and patterns. Understand lead times and appropriate re-order points, and maintain optimal stock levels. Liaise with purchasing colleagues to reorder stocks of goods in a timely fashion.

Undertake fixed assets processes including receipt, identification, and securing assets; maintaining information in registers and systems; perform regular stocktakes; identify assets available for re-use, transfer or disposal; arrange disposal or transfer of reuse asset to new location, in accordance with procedures.

Identify goods for disposal which may include hazardous waste, chemicals and solvents. Arrange for safe disposal, and ensure compliance with regulations, complete appropriate documentation, and update systems.

Maintain and update information, monitor demand and document inventory information using Supply Chain systems and databases. Produce routine stock usage, levels, and transfers reports.

Scan systems and processes for control weaknesses or non-compliance with policy and procedures and escalate to ensure they are addressed. Support and cooperate with audit proceedings.

Develop and maintain appropriate technical knowledge in stores and inventory management, regulatory and health, safety and environment compliance.

Actively contribute to identifying opportunities to improve process and customer experience.

Work collaboratively with colleagues, stakeholders, customers and suppliers to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Perform first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:	<p><u>Internal</u> Managers, staff, students Operations Division including Administration and Health & Safety teams</p> <p><u>External</u> Vendors, suppliers, transport agencies Government departments, institutions, agencies such as Ministry for Primary Industries (MPI), Environmental Protection Authority (EPA) Industry peers</p>
QUALIFICATIONS & EXPERIENCE:	<p><u>Essential:</u> NCEA (min Level 2) or recognised qualification appropriate to inventory stores or logistics activity 1+ years' of experience providing purchasing or inventory stores activity where high levels of customer service delivery are expected.</p> <p><u>Preferred:</u> Food Hygiene Certificate, HSNO Approved Handler Certificate or other relevant certification an advantage. 2+ years' experience working in an environment with high volume or a wide variety of stores or logistics activity. Science, pharmaceutical or food purchasing/stores/logistics background desirable. Experience in purchasing or inventory software and systems Experience in applying good inventory/purchasing/supply chain principles and standards.</p>
TECHNICAL SKILLS AND KNOWLEDGE:	<p>Proficiency in the Microsoft suite of programmes, particularly Excel; well-developed keyboard and word-processing skills. Numerical skills. Depending upon the portfolio/hub of activity, knowledge and understanding of legislation, regulations and licencing in respect of the storage, handling and disposal of one or more of the following:</p> <ul style="list-style-type: none"> • Class A or controlled drugs; • Hazardous substances and new organisms (HSNO Act 1996); • Food items, and associated food safety systems such as Hazard Analysis and Critical Control Point (HACCP). <p>Solid understanding of health and safety legislation and regulations. Understand the legal requirements of WOF and registration of vehicles and other stores equipment (where applicable). Understand the procedures licences and permits for regulated imported items.</p>
SPECIAL REQUIREMENTS:	<p>Able to undertake heavy lifting work activity when required. Holds a valid NZ Driver's License. May be required to perform duties at different workplaces or locations across the Campus.</p> <p>Contribute as part of a network of Financial Services staff, to provide suitable coverage during periods of leave and peak period activities.</p>
DIRECT BUDGET ACCOUNTABILITY:	Nil
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model

safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Storeperson



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Speak at the appropriate pace and volume for varied audiences</p> <p>Explain things clearly</p> <p>Display active listening and allow others time to speak</p> <p>Write in a way that is logical and easy to follow</p>	<p>Understand the importance of quality customer service</p> <p>Proactively help customers understand the services that are available</p> <p>Take responsibility for delivering timely services which meet customer requirements</p> <p>Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met</p> <p>Show respect, courtesy and fairness when interacting with customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	INTERMEDIATE	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>



PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>



LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>