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| JOB TITLE: Forward Stock Assistant | REPORTS TO: Forward Stock Controller |
| FUNCTION: Commercial | DEPARTMENT: Hosted Guest Experience |
| JOB PURPOSE: To work with the Forward Stock Controller to maximise customer service and Retail sales by ensuring that stock is processed at the appropriate time, ensuring the best use of stock room, shop floor and shop storage in order to ensure that there is sufficient, store prepared stock to meet the needs of Retail. To provide cover for the Forward Stock Controller as required. | |

| Key Accountabilities | Key Activities / Decision Areas |
|-----------------------------|---|
| Inventory Control | <ul style="list-style-type: none"> To take delivery and receipt of stock from the warehouse and orders delivered direct to the Loading Bay, including stripping, unpacking, pricing and placing on shelves in accordance with KPIs, checking stock accurately against orders and delivery documentation. To accurately define and record variations and to communicate these to the appropriate person. To adhere to the correct procedures for shortages and damaged stock. To store stock in a logical, by-demand pattern in appropriate ways in order to aid identification and speed up selection in order to increase sales. To label stock in accordance with agreed procedures. To dispose of damaged and expired stock safely and complete appropriate paperwork accordingly. To use stock recording systems accurately and keep records up to date. To conduct stock counts when requested, and reconcile discrepancies in liaison with the Merchandiser, Forward Stock Controller and Finance. To ensure the efficient stock flow from the warehouse to the shops via the forward stock system. Assist with stock movement for layout changes, working late as part of the install team as required. Assist with click and collect picks, shop transfers of stock, and stock room pricing activities. |
| Security/Loss prevention | <ul style="list-style-type: none"> To minimise theft by being responsible for the physical security and safekeeping of stock, both in the stockroom and in the SW loading bay. |
| Health and Safety | <ul style="list-style-type: none"> To unload and load delivery vans and lorries using manual handling equipment if required. To ensure that the forward stock and loading bay areas are kept clean, tidy and free of hazards at all times. To follow stock handling, safety wear, lifting, stacking and transporting procedures ensuring that stock is not damaged and is handled in accordance with Health and Safety procedures |
| General | <ul style="list-style-type: none"> To provide cover in Forward Stock Controller's absence. To conduct any other reasonable duties as required by the Forward Stock Controller, Commercial Lead and members of the management team – including, but not limited to, participating in annual stocktakes, covering sales team on the shop floor and general cleaning/maintenance duties. |

| Role Dimensions | |
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| Financial (limits/mandates etc.) | Non-financial (customers/staff etc) |
| Responsible for inventory in Forward Stock/ Loading Bay | NG Visitors/ customers/ staff, NGG teams, contractors and suppliers |

| Person Specification | |
|--|--|
| Competency / Performance Drivers | Technical / Professional Expertise |
| <ul style="list-style-type: none"> • A high level of customer and commercial focus. • Good written and verbal communication skills. • Highly numerate, with a high level of attention to detail and a systematic and methodical approach to work. • High level of planning and organising skills. • A team player and a high level of initiative. | <ul style="list-style-type: none"> • A high level of IT proficiency (Word, Excel, Outlook and stock control databases). • Knowledge and experience of safe lifting and manual handling procedures. |

| The Promise Performance Behaviours (9) | | | | | | | | | |
|--|----------|--------|----------|---------|--------------|-----------|------------|--------------|--|
| Passionate | Engaging | Polite | Positive | Patient | Approachable | Adaptable | Consistent | Professional | |