Dairy Warehouse Operative

Procurement, supply chain and logistics

Job title	Dairy Warehouse Operative
Department	Procurement, supply chain and logistics
Reports to	Warehouse Team Leader
Direct reports	None
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Receives, stores, picks and despatches chilled and frozen dairy products so the right stock reaches customers on time and in good condition. Protects the cold chain through regular temperature checks, careful handling and strict stock rotation.

Key responsibilities

Receiving and storage

- Unload incoming product and packaging and check quantities against the delivery paperwork
- Check product temperatures, dates and pallet condition on arrival and report anything outside limits
- Put stock away in the correct chilled or frozen location and scan it into the warehouse system
- Rotate stock on a first-expiry, first-out (FEFO) basis
- Help with stock counts and report any differences

Picking and despatch

- Pick customer orders accurately using a scanner or pick list
- Build stable, correctly labelled pallets and wrap them securely
- Check each load against the order and paperwork before it leaves
- Check vehicle temperature and cleanliness before loading
- Load vehicles in the agreed order to protect product and suit the delivery route

Cold chain and food safety

- Record cold store, chiller and product temperatures at the set times
- Report temperature alarms, door faults and equipment failures at once
- Quarantine and clearly label damaged, out-of-date or held stock
- Keep the warehouse clean and tidy and follow the cleaning schedule
- Follow food safety, hygiene and allergen rules at all times

Equipment and safety

- Operate forklifts, reach trucks and pallet trucks safely and only within your training

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- Carry out pre-use checks on equipment and report faults
- Follow safe systems of work for cold stores, racking and loading bays
- Wear the correct cold store PPE and follow time limits in frozen areas
- Report accidents, near misses and unsafe conditions without delay

Qualifications and experience

Essential

- Good basic reading, writing and number skills
- Some warehouse, distribution or food industry experience, or a clear willingness to learn
- Forklift or reach truck certificate, or willingness to train for one
- Understanding of why food hygiene and temperature control matter
- Willingness to work shifts, including early starts, nights and weekends on a rota

Desirable

- Experience in a chilled or frozen food warehouse
- Experience using handheld scanners and a warehouse management system
- Basic food hygiene certificate
- Experience of FEFO stock rotation

Skills and attributes

- Accuracy and attention to detail
- Safe, careful use of warehouse equipment
- Good time management
- Clear communication with the team
- Reliability and punctuality
- Basic computer and scanner use
- Teamwork

Measures of success

- Order picking accuracy
- Loads despatched on time
- Temperature checks completed and recorded on schedule
- No stock written off through poor rotation or handling damage
- Stock count accuracy
- No accidents or equipment damage

Working conditions and safety

Shift work, including early starts, nights and weekends on a rota, in chilled areas and sub-zero frozen stores. The work involves standing, walking, bending and lifting for much of the shift, and insulated clothing and PPE are provided.

- Follow health and safety rules and safe systems of work, and wear the correct PPE
- Follow food safety, hygiene, HACCP and quality procedures at all times
- Report hazards, accidents, near misses and concerns promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

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