

## Job Description

|                         |                           |
|-------------------------|---------------------------|
| <b>Job Title:</b>       | <b>Removals Porter</b>    |
| <b>Team:</b>            | <b>Squab Operations</b>   |
| <b>Responsible To:</b>  | <b>Operations Manager</b> |
| <b>Responsible For:</b> | <b>n/a</b>                |

### General Description

As a valued member of the removals team, you will carry out packing and removals in line with the BS EN 12522 (and others) Quality Standards.

The position also requires the employee to deliver outstanding customer service at all times.

### Role Responsibilities

- Be aware of the Company's Quality Standards, and ensure that all work carried out is in accordance with those procedures.
- Adhering to and implementing any health and safety guidelines both on site and on removal jobs.
- Ensure issued uniform is worn at all times, and that you always present a neat and tidy Appearance.
- Ensure good customer relations at all times, reporting any problems to the Team Leader or other appropriate person.
- Ensure the security of customer's furniture and effects at all times.
- Load and unload vehicles in the correct sequence and as may be instructed by the Foreman.
- Carry out the packing of household items using the correct materials and labelling as appropriate.
- Recognise those domestic appliances and effects that require specialist attention.
- Lift, carry and manoeuvre furniture and effects (including carpets and floor coverings) in a safe manner and so avoiding damage to the furniture or yourself.
- Assist in preparing and checking inventories.
- Adhere to work instructions and complete any paperwork as required.
- Use mechanical aids (e.g. trolleys, sack barrows, ropes, ladders, etc.), keeping safety in mind at all times
- Dismantle furniture, using tools as and when required.
- Report any problems to the foreman/operations manager/office as soon as they arise
- Assist with warehouse duties as and when required.
- Look after and keep clean all Company vehicles and equipment (vehicles must be cleaned inside every day and outside every week).
- Carry out daily vehicle checks for any Company vehicle you are driving.
- Be willing to spend nights away from home on a regular basis as the job demands. This may include trips abroad for longer periods of time.
  
- Other ad hoc duties for Squab or Box-it as required

### Details

Whilst your working day will usually be from 7.30am – 5.15pm, you must be available for additional hours, nights away, weekend work and European trips, as these are essential requirements of the job.

| Person Specification  |                                     |
|---|-------------------------------------|
| Essential   | Desirable                           |
| Health condition conducive to removals work - including heavy lifting | Class B Driving Licence             |
| Good written and spoken communication skills                          | Class B+E Licence                   |
| Excellent customer service skills                                     | Forklift licence                    |
| Valid Passport  | Experience in the Removals industry |

| Working Conditions  |  |
|---|--|
| <b>Health &amp; Safety at Work</b>  |  |
| To take responsibility for your own and others health, safety and wellbeing and undertake health and safety duties and responsibilities for your role as specified within Squab Personnel's Health & Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the role.   |  |
| <b>Potential Hazards &amp; Risks</b>  |  |
| The potential significant hazard(s) and risk (s) for this job are identified below (those marked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risk should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is not an exhaustive list because risks could arise out of or in connection with any work activity. |  |
| <b>Regular manual handling of objects</b>   | <b>Face to face contact with members of the public</b> |
| <b>Any other frequent driving or prolonged driving at work activities</b>   |  |

| Company Vision  |
|---|
| <p>All team members are expected to continually strive to attain the company vision and levels of service for both Squab Ltd and Box-It Central Ltd. Our vision is to become the number one choice for moving and storage to homes and businesses within the Midlands areas. We aim to achieve this by consistently meeting our customer's expectations in the services we deliver and exceeding as often as possible.</p> <p>As a family business it is vital that our customer service levels remain high and we approach all enquiries with a 'can do' attitude!</p> |