



Despatch Assistant Job Specification

Filter Cartridges

Carbon Cartridges

Water Treatment Cartridges

Bag Filtration



Filter Housings

Reverse Osmosis

Water Softening

Ultraviolet

The Company

Fileder is an ambitious and forward-thinking SME who are experts in the filtration industry and have recently celebrated 40 years of success.

As independent specialists in advice and supply of liquid filtration and treatment products, our filtration solutions are installed in some of the world's best-known brands, including Coca-Cola and McLaren. We provide our services to sectors ranging from food and beverage manufacturers, pharmaceutical, engineering, automotive, beauty, aquatics and healthcare, and take pride in being **'easy to deal with'**. We have gained a reputation for excellence with our global business partners, which is further enhanced with our £6 million worth of stock holding, technical support, external account managers, training and laboratory facilities available along with our excellent customer services.



Our modern and open plan offices are based in Maidstone, Kent, benefiting from free on site parking, a chill-out room and changing rooms with showers. Fileder installed solar panels in 2022, has a 95% electric car fleet and has recently achieved ISO14001 Environmental certification status.

While main office hours are 9am to 5.30pm, some departments vary. Employees can also enjoy a variety of perks offered and with the knowledge that excellent professional growth and development opportunities are available and encouraged.



40+ years
as a filtration
expert



4500 customers
across the UK & Europe



£6 million
of stock held



97%
of orders despatched
the same day



20+ years
of ISO 9001
Certified

The Person

The Despatch Team are required to be accurate, conscientious and adaptable, with the ability to deal with fluctuating workloads whilst consistently maintaining high standards in order to ensure that customer's goods are successfully and accurately despatched.

Basic ICT, Maths and English are a requirement, along with the ability to undertake manual handling tasks.

The Despatch Team is made up of a small team of assistants who report to the Despatch Supervisor, the Despatch Supervisor in turn reports to the Operations Manager. The departments primary focus is to despatch goods efficiently to all customers, ensuring that quality of goods remains prominent.

Within the team, members will be responsible for specific territories whilst all will be expected to assist, support and cover when needed. The UK Warehouse is 3500m², of that approx. 300m² is the Despatch area.

The skillset required:

- Previous demonstrable Warehouse experience preferred.
- Maths and English GCSE (or equivalent).
- The ability to undertake manual handling tasks.
- Adaptable and flexible in order to cope with a variable workload.
- The ability to work within a team structure.
- The candidate must have eligibility to work in the UK.
- Reach Truck/Forklift Licence is desirable but not essential.
- Eligible to work in the UK.*

** All employees must have eligibility to work in the UK.*



The Role

Fileder Filter Systems requires capable Despatch Assistants to ensure the efficient, timely and accurate packing and despatching of goods. With stock-holdings currently over £6 million, this is a busy and vital department, and paramount to achieving excellent customer satisfaction.

Whilst the picking of the goods is handled via the Warehouse Team, the Despatch Team will fulfil orders through the accurate selection (post-pick) and preparation of goods for shipment, making sure that documents relating to despatch are prepared correctly. Correct service and box selection are required to ensure they are appropriate to customer's needs whilst minimising freight costs where possible. The role requires attention to detail to ensure that errors are kept to a minimum and will be targeted with KPIs.

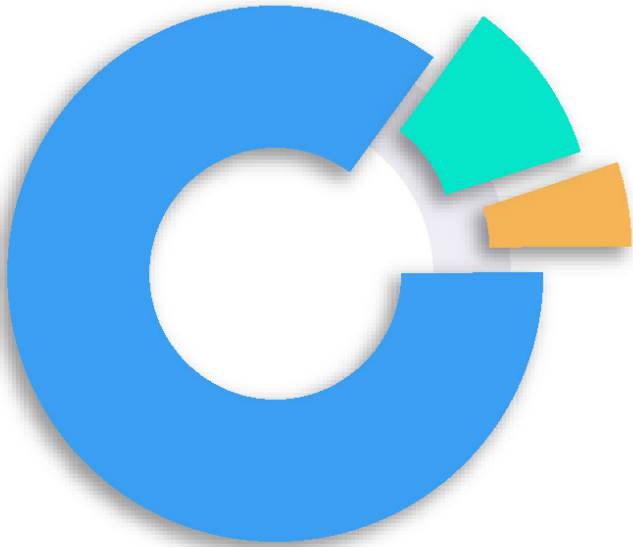
The Despatch Team will be responsible for the good housekeeping of their section of the Warehouse and ensure sundry packaging supplies are reported where stocks are low.

Despatch includes individual items and boxes through to pallets.

The Responsibilities

- To ensure the efficient and accurate despatch of goods, from the correct product and quantity selection (post-picking), through to the preparation of goods properly and securely for shipment.
- Select best use of box and freight service to ensure goods reach the customer in the same standard as leaving the building.
- Prepare, record and collate information correctly relating to despatch and carrier documentation.
- Attention to detail and correct processes are followed to ensure that errors are kept to a minimum, taking pride in the quality of goods leaving the warehouse.
- Ensure that tools/accessories required to successfully despatch goods are monitored with any low stock reported to the Despatch Supervisor.
- Recording of non-conformances to be relayed to the Despatch Supervisor.
- To ensure working area is kept clean and tidy and to maintain an efficient and neat storage of all packing materials, readily available and accessible.
- To work in accordance with the Company's health and safety policy, selecting the correct personal protective equipment and adopting safe working practices whilst manually handling products and stock.
- To work as part of the overall Warehouse Team, being flexible to achieve results required from the business and maintain high standards set.
- To report any ideas, concerns or problems to the relevant personnel, in particular the Despatch Supervisor.
- A percentage of the Despatch team are required to hold a Reach Truck/Forklift Licence in order to undertake forklifting duties. Licence holders will be required to comply with all Health and Safety regulations associated with the Reach Truck/Forklift.
- Overtime is expected when required and flexible with times.
- To carry out any reasonable instructions given by management for the benefit of the Company e.g. assisting in other areas of the warehouse.

Time and Physical



Area Management - 10%

- Keeping despatch equipment organised.
- Maintaining a clean and tidy despatch area.
- Recording non-conformances via supervisor.

Despatch - 85%

- Maintaining a clean and tidy Despatch Area.
- Equipment management.
- Post picking checks.
- Prepare goods for despatch.
- Selecting box and freight service.
- Packing of consignments.
- Sending goods.
- Prepare all documentation relating to despatch and courier information.

Other - 5%

- Team and company meetings.
- H&S, equipment and general training.
- Work with the whole warehouse team – e.g. container days.

Additional Activity

Heavy lifting: above 7-13kg (women) / 15-20kg (men)	20%
Repetitive work (same physical movement for 30mins+ consecutively)	10%
PPE required	50%
Low exertion manual work	90%
High exertion manual work	0%
Hot/cold environments within the year	50%

Walking - 65%

Standing - 30%

Step climbing - 5%



NOTE: Disclosure is required pre-employment if candidate feels they are unable to fulfil these duties to allow reasonable adjustments to be considered prior to offer or continued employment. Failure to disclose medical information (or any other relevant information), as requested, constitutes grounds for dismissal.

The Benefits



Fileder Benefits Package*

0-3 Months →	Fileder Wellbeing Suite • Eyetest contribution • Counselling • Onsite wellness and boxercise classes
3 Months →	PT Classes • Private Healthcare • Pension • Attendance bonus • DenPlan • Sick Pay • Osteopath
1 Year →	Celebrate your 1 Year Workiversary with a day off and luxury activity for two worth £200
5 Year Club →	Celebrate 5 years at Fileder with your choice of a wellbeing benefit to the annual value of £1,200 nett and 2 additional days holiday
10 Year Club →	Celebrate 10 Years at Fileder with a week off paid, £1,500 nett towards a holiday of your choice, a luxury gift, a meal out with colleagues and 2 additional days holiday
15 Year Club →	Celebrate 15 Years at Fileder with a week off paid, £500 nett towards a UK Staycation and 2 additional days holiday
20 Year Club →	Celebrate 20 Years at Fileder with 2 weeks off on double pay, £5,000 nett towards a holiday of your choice, a luxury gift, a meal out with fellow 20-year club colleagues and 2 additional days holiday
The Lifetime Club (25 Year) →	Celebrate 25 Years at Fileder with a month off paid, £1,000 nett to spend on a once in a lifetime experience and 2 additional days holiday

* Non contractual and subject to change without notice, see Workplace for full terms & conditions.

The Headquarters

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