

# Warehouse Agent

## London Heathrow - Cargo

Vacancies have arisen for a Warehouse Agent to be based at our Cargo facilities within London Heathrow (LHR)

### Experience

- ✔ The applicants should have experience of working in a fast moving challenging cargo environment, with experience of providing the highest level of customer service, whilst working under pressure to meet operational deadlines
- ✔ The applicants should have a working knowledge of company procedures and be able to maintain a safe and secure working environment

### Desirable Skills

- ✔ Safety driven
- ✔ Customer focused
- ✔ Ability to work to tight deadlines
- ✔ Good team player but capable of individual action
- ✔ Excellent Time Management and Planning ability
- ✔ High Communicational/Interpersonal skills
- ✔ Decision making and Problem Solving
- ✔ Driving Licence (desirable)
- ✔ Forklift Licence (desirable)

### Key Tasks

- ✔ Liaise with customers in a polite and efficient manner
- ✔ Off-loading/loading cargo from/onto vehicles
- ✔ Sort cargo and check against manifest or build sheet
- ✔ Identify damaged/short delivered cargo – and take all necessary action as per Company and customers requirement
- ✔ Load cargo into customers' ULD's for export in accordance with company & customers' safety regulations
- ✔ Unload cargo from customers' ULD's place cargo in storage locations, record location on manifest or goods receipt note as applicable
- ✔ Ensure Dangerous Goods are handled, stored and built in accordance with IATA regulations
- ✔ Operate mobile and fixed equipment, including forklift trucks, pallet handling systems, waste management machinery etc.
- ✔ Maintain general security of warehouse in accordance with Company Security procedures and undertake security screening to meet CAA regulations
- ✔ Maintain a safe working environment and observe safe working practices
- ✔ Ensure all environmental initiatives and procedures are followed in line with Company policy
- ✔ Ensure facility is kept secure from un-authorized personnel
- ✔ To undertake any other duties as required by management, commensurate with the grade of the post
- ✔ Promote at all times the Vision, Mission, Values of dnata

### Hours of work:

- ✔ 42 hours per week
- ✔ The job holder must have a flexible approach to working variable shift patterns within our 24 hour operation

If you believe you have the drive and enthusiasm required, apply in writing with an up to date CV and covering letter advising why you are suitable for this position to:

HR Department Cargo & Transport, Lancaster House, Northumberland Close, Stanwell, Middlesex, TW19 7LN  
Email: [hr@dnata.co.uk](mailto:hr@dnata.co.uk)

Successful applicants will be shortlisted for interview, and must have the legal right to work in the UK  
Internal candidates - please ensure you have informed your manager of your application

dnata Ltd is an equal opportunities employer

