



TOGETHER
BETTER
BEST



WineWorks Ltd

Position Description for General Store Person

Location	Marlborough
Department:	Warehouse & Distribution
Reports to:	Warehouse Team Leader
Date of Issue:	May 2025
Working Relationships	
Internal:	All departments
External:	WineWorks Customers, Transport companies, MHE service providers, Quay Connect
Authority	
Spending:	\$0
Staffing:	0

Our Culture

We aspire to a culture where the following values shape our behaviour:



Our clients are our life blood. We know that they are why we are here. We work in a flexible and responsive manner to support their operations and meet their individual needs.



We do what we say and we're reliable. We take complete ownership of the process and the tasks that are asked of us. We are committed to go about our job in a straight up way.



Passion and pride run deep throughout our organisation. We care for the growth of our colleagues and clients, the safety of our workmates and the environment in which we live.



We're one big team who embrace difference and respect each other regardless of job title. We emphasise the value that comes from working together with one focus.



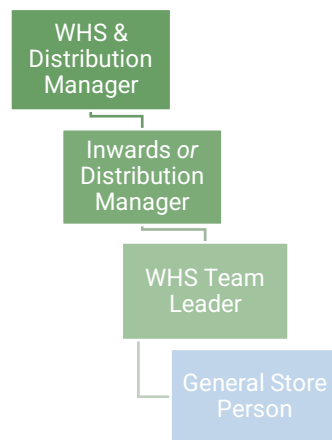
We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards.



We love to find solutions and believe there's always a better way to do things. It is this spirit that built the business and will take it to the future.



Organisation Context



Role Purpose

The General Store Person role supports the day-to-day operation of the WineWorks Marlborough Warehouse and Distribution department. This is a core warehousing role, and while your primary duties will depend on the specific team you are assigned to - such as Production Services, Inventory & Put Away, or Dispatch, you will be expected to carry out a broad range of general warehousing functions.

You will contribute to the smooth and efficient running of the department by maintaining a clean and safe workspace, building positive working relationships, and looking for ways to improve processes and workflows.

KEY TASK	EXPECTATIONS
Follows our Culture	- Champions our culture, promotes & role models the values and behaviours at every opportunity. - Ensures that their work is undertaken ethically, safely, sustainably and with a quality focus. - Actively engages in development opportunities to support this. - Engages in health, safety, sustainability & quality initiatives and seeks continuous improvement. - Is compliant with relevant legislation and certifications, such as BRCGS, so as to meet legal and client requirements. - Assists in projects to reduce our impact on the environment. Is familiar with all relevant policies and procedures that support our Culture and compliance, understanding their roles and responsibilities that are described by these documents
Production Services	
Dry Goods	- Receive and manage incoming dry goods deliveries - Accurately receipt stock into the inventory system and report any discrepancies or damages. - Ensure dry goods are appropriately and safely stored in designated locations.



Production Support	— Complete safe and timely wrapping of pallets (ex-production) and stack awaiting removal and receipt. — Supply of materials (bins, pallets, layer boards, caps etc) to production lines as requested by the Line Supervisor or their delegate to ensure smooth and efficient running of the lines. — Manage the supply of glass bottles to the production lines by safely transporting and staging pallets of glass as required. — Coordinate with the production team to ensure timely and continuous supply of bottles to meet production schedules.
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Production Reconciliations & Returns	— Ensuring the accuracy of client stock returned from Production after rework as required. — Adjusting returned stock levels as required. — Ensuring Production & Warehouse figures match for stock consumed and created as required.
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Tug Operations	— Load and operate the tug and trailer system to transport finished goods from the production lines to the warehouse efficiently and safely.
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Inventory / Put Away

Stock Receipt & Put Away	— Follow documented procedures to ensure timely and accurate receipt of stock from production. — Check incoming stock from off-site and complete associated documentation. — Follow procedures to locate stock in designated areas. — Ensuring correct transactions are completed to record stock movements.
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Variance Investigation	— Assist with investigations for any significant inventory variances. — Maintain effective communication with the wider WineWorks team regarding inventory variances. — Investigate any reported short supply variances.
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Damage Processing and Reconciliations	— Investigating damage incidents as required. — Reconciling damaged/repared stock.
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Cycle Counting	— Regular, scheduled checking of stock to ensure the accuracy of Wineworks and client's stock from the Wineworks stock system. — Report discrepancies and necessary stock adjustments to the Inventory Team Leader.
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Client Reworks	— Ensuring stock is accurately picked and presented for client reworks as required. — Receipting in of newly created stock and reconciling it with the stock consumed as required.
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Production Reconciliations & Returns	— Ensuring the accuracy of client stock returned from Production after rework as required. — Adjusting returned stock levels as required. — Ensuring Production & Warehouse figures match for stock consumed and created as required.
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Dispatch

Container Preparation and Loading	— Ensure containers are clean and tidy. — Configure pallet loads to fit in container loads. — Load wine into containers by slip sheet, pallet or by hand.
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Truck Loading	— Load finished goods onto trucks safely and accurately, following load plans and ensuring product integrity during transit. — Liaise with truck drivers to confirm load details.
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Order Picking	— Ensure accurate and timely picking. — Prepare consignments so that they are fit and ready to be presented to the carrier in the time required. — Follow client instructions which may be included on the order. — Stack, wrap and configure pallets to meet client specifications. — Label and attach documentation as appropriate.
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Other (All Store Persons)

Warehouse Upkeeping	— Using 5S ensure the warehouse is maintained in a clean, tidy and safe way and that this is a focus for continuous improvement.
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Client Communication	— Form and maintain good working relationships with customers, ensuring confidentiality, professionalism and discretion are maintained at all times.
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Client Collections	— Manage small parcel orders where clients come on-site to collect; delivering to clients vehicles when needed.
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Health and Safety

- All Team Members are required to observe safe work practices and rules relating to their work at all times, to ensure their own safety and that of others. In particular Team Members will:
- Use plant, equipment, vehicles and materials safely in the manner intended.
- Comply with all legislation, training, information and any instruction given by their employer.
- Communicate health and safety issues or concerns directly with their employer.
- Report and control all hazards, accidents or safety incidents observed in the workplace immediately.
- Report any pain or discomfort as soon as possible.
- Take an active role in workplace health and safety including participating at meetings, training and other health and safety related activities when offered.
- Correctly use and store any Personal Protective Equipment (PPE) and safety devices provided by the employer.

Food Safety

- To follow the requirements of the site food safety and HACCP Plan. Knowledge of CCP's and training is required (For operations staff).
- Follow the requirements of food safety standards and certification standards, e.g. BRC Global Standard, WSMP, SWNZ and company policies and procedures.
- Ensure food safety, allergen and regulatory requirements are adhered to in all products.
- Carry out tasks in a hygienic manner that protects the products as per the hygiene policy.

Quality and Legality

- Promote and foster a quality-oriented environment among staff, and quality consciousness within the organisation.
- Take responsibility for the quality of your own work and report any below standard inputs and outputs.
- Read, understand and adhere to the WineWorks Quality Policy
- To follow procedures pertaining to product legality, e.g. fill volume, traceability etc

Personal Development

- Ensure you remain contemporary in terms of your technical and industry knowledge and capability through research, reading and relevant training and development opportunities.
- Maintain a broad business and commercial perspective.
- Proactively identify methods to utilise this information for the benefit of the business.

Other duties – perform other duties as required

- Flexible & willing to perform a variety of tasks.
 - Willingly takes on additional tasks/responsibilities to assist the team and the client.
 - Actively participates in matters/meetings affecting the business, their team or their department.
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Work Complexity

This role requires the ability to accurately deal with the inventory on site by following documented processes. To work with a minimum level of supervision once training in all the tasks within distribution. Have a good use of English, both written and verbal. Able to use Microsoft office and internal systems once trained.



Accountability	Complexity	People Responsibility	Relating to Others	Expertise
Limited	Routine Tasks – Existing Solutions	No Direct Reports	Courtesy Plus	Practical

Based upon Strategic Pay SP5 Job Evaluation Methodology – For HR Reference Only

Leadership Competencies

Leading Self	Achieves Results	Builds Relationships and Values Difference	Being Adaptable
	Holding themselves accountable to meet their commitments	Building relationships through communication, valuing difference, and aligning with our values	Handling change and looking for better ways of doing things

Skills, Knowledge, and Experience

- Osh Forklift Licence Required.
- Current drivers' licence.
- 2 years forklift or warehousing experience.
- Experience operating high reach vehicles is an advantage.