fileder
EXPERTS IN FILTRATION

Despatch Assistant

Job Specification

About Fileder

Fileder Filter Systems Ltd is an ambitious and forward-thinking SME with over 40 years of expertise in the filtration industry. As independent specialists in the supply of liquid filtration and treatment solutions, we are proud to serve a diverse range of industries. Our filtration systems are widely used across sectors such as food and beverage, pharmaceuticals, engineering, automotive, beauty, aquatics and healthcare. For example, they are trusted by some of the world's most prestigious brands and organisations, including Coca-Cola, McLaren, Neal's Yard and the NHS.

At Fileder, we take pride in being a company that's "easy to work with", offering tailored solutions and exceptional customer service. Our reputation for excellence has been earned through our commitment to quality and global business partnerships. Our dedication to ensuring the highest standards for our clients is reflected in our £6 million stockholding, technical support systems, comprehensive training programmes and state-of-the-art laboratory facilities.

40+ years
as a filtration expert

4,500 customers
across the UK & Europe

£6 million
of stock held

97%
of orders despatched the same day

20+ years
of ISO 9001 Certified

Located in Maidstone, Kent, our modern and open-plan offices are equipped with an exceptional range of amenities, including free on-site parking, a chill-out room, a fully equipped kitchen, a gym and wellbeing suite, and changing rooms with showers. We're also committed to sustainability, with solar panels installed in 2022 and a fleet consisting of 95% electric vehicles with free to use on-site rapid EV charging facilities. Fileder has achieved ISO 14001 Environmental Certification, underscoring our commitment to reducing our environmental impact.

Our typical office hours are 9:00am to 5:30pm, although some departments operate on flexible schedules. We offer a range of employee perks and place a strong emphasis on professional growth and development, as well as a welcoming and positive working environment. It is important to us that our employees feel valued and have access to continuous learning, excellent benefits, and career progression opportunities.

Fileder consists of three entities: A UK Holding Company and two subsidiaries (UK and Poland) across 3 facilities.

Position Overview

Job Title:	Despatch Assistant
Department:	Operations
Reports to:	Operations Manager
Hours:	Full-time, minimum 37.5 hours per week (Office hours: 9.00-17.30)
Annual Leave:	25 days + bank holidays + long service awards
Location:	On-site, Fileder Filter Systems Offices, Maidstone
Benefits:	www.fileder.co.uk/careers

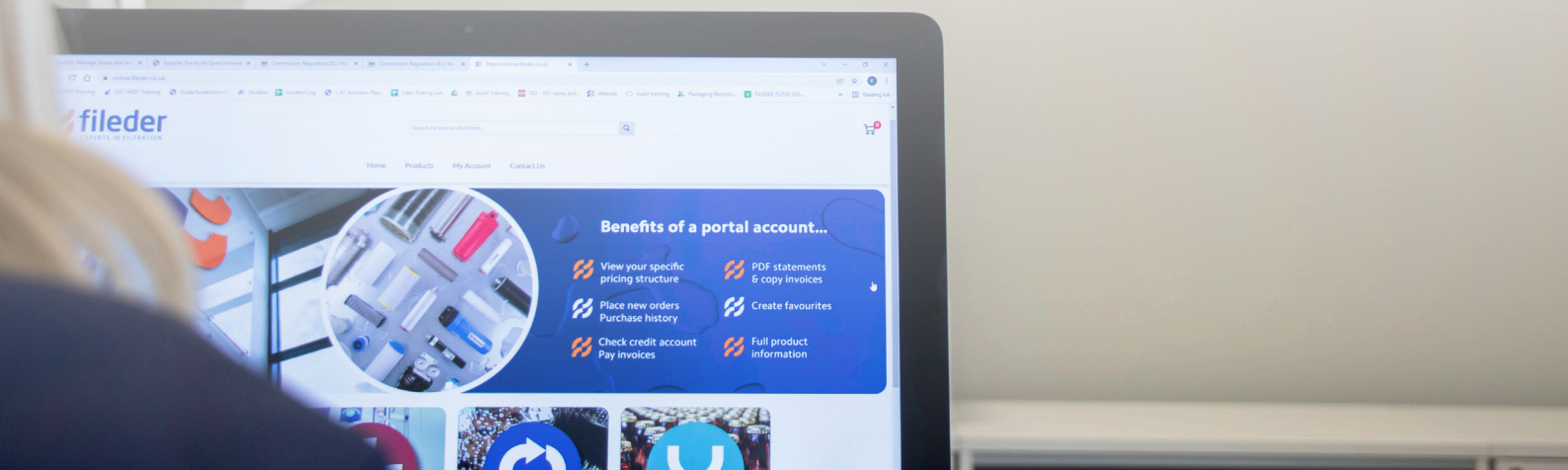
Are you a proactive, organised and reliable person, with experience in despatch operations? We are seeking an enthusiastic Despatch Assistant to join our Operations Department. The department ensures the effective maintenance and development of production, technologies and facilities across all company entities, driving optimal functions and logical solutions across the business.

Within the Despatch Team, the successful candidate will have the opportunity to develop their skill set in a collaborative environment dedicated to achieving high operational standards and contributing to business success.

Job Role

Reporting to the Despatch Supervisor, the Despatch Assistant contributes to the smooth operation of the Despatch Team, ensuring excellent customer satisfaction. The team processes over 100 orders daily, with 90% requiring next-day delivery, primarily to UK destinations, all of which must be delivered securely and on time.

The Despatch Assistant ensures accurate and efficient order fulfilment, managing the preparation of goods for shipment, ensuring correct documentation and maintaining well-equipped packing stations. The role is responsible for effectively supporting the Despatch Supervisor and Operations Manager in overseeing accurate and efficient product deliveries.



Key Responsibilities

- Inspect all items/consignments and packaging prior to despatch, ensuring goods are of the highest quality before leaving the building and reaching customers.
- Ensure the correct carrier is selected for each consignment, including individual items, boxes, and pallets.
- Ensure the efficient and accurate preparation of goods for shipment, with secure packaging.
- Work flexibly within the Despatch Team to meet targets and maintain high standards.
- Ensure compliance with health and safety guidelines.
- Ensure despatch and carrier documentation is accurately prepared, recorded and collated.
- Uphold processes to ensure non-conformances are documented and investigated, and corrective actions implemented.
- Maintain good housekeeping in the Despatch area and monitor the supply of packaging materials, reporting shortages as needed.
- Report ideas, concerns, or issues to the Despatch Supervisor or Operations Manager.
- Complete end-of-day procedures, including staying additional hours as required.
- Attend regular meetings with the Despatch Supervisor to discuss improvements and potential changes.
- Assist in other areas of the warehouse as directed by management.
- Consistently uphold company policies, values and procedures.

Required Skills and Qualifications

- Exceptional attention to detail to minimise errors and ensure safe working practices.
- Strong verbal communication skills with the ability to positively contribute to the Despatch/Operations Team and build positive relationships with carrier companies.
- Ability to remain focused on achieving high standards and implementing measures to improve efficiencies.
- Reach/Counterbalance Forklift Truck Licence is advantageous.
- The ability to undertake physical and manual handling tasks.
- Motivated, responsible and an efficient problem-solver.
- Knowledge of health and safety procedures.
- Significant knowledge of ISO standards.
- Ability to prioritise effectively, assist colleagues when required and follow instruction from management closely.
- Must be eligible to work in the UK.