

Carnival UK Job Description

Assistant Manager Inventory

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

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| Reporting to: Inventory Manager | Department: Hotel Stores |
| Leadership Responsibility: Supervision of Storekeepers | Location: Fleet based across CUK vessels |
| Titles of Direct Reports: - Storekeeper | Budget Responsibility: Manage the category product and inventory budgets effectively, maximising the use of provisions ensuring minimal wastage to the business |
| Size of Department: Up to 12 | Revenue Responsibility: Ensure the availability of stock to assist revenue generating departments |

Standard Role Summary:

Responsible for the leadership of the daily operation of an allocated category of product and storing areas. Support the Inventory Manager and internal customers to provide an effective and efficient Hotel Stores support to the appropriate department.

Primary Responsibility of the Role:

Deliver the day to day operation of the category stores and manage delivery timings to ensure correct stock levels are maintained throughout the cruise.

Ensure the storeroom is kept clean and tidy at all times. Manage the receiving, allocation, monitoring and security of all category stores, including emergency orders, and effectively deal with customer queries. Assist with landing and loading of goods on ship turnaround days. Receive and sign for deliveries, carry out checks for damaged or missing items and highlight discrepancies.

Update the supply and inventory system and allocate orders to cost centres. Ensure customer needs are met in respect of time, quality and quantity of hotel stores. Respond quickly to problems and ad hoc requirements for category products.

Support the Inventory Manager with the ordering process and the management of the team, delegating tasks and responsibilities clearly and effectively. Deputise as and when required.

Attend corporate sponsored social events as requested.

Key Responsibilities & Duties:

Core Knowledge & Skills

| Experience / Qualifications | Summary of Requirements |
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| | <p>Previous experience of inventory control and stock maintenance</p> <p>Previous logistics experience desirable, preferably within a large, complex environment</p> <p>Level 2 Award in Food Safety or equivalent</p> <p>Experience of managing a small team is desirable</p> <p>IT Literate</p> <p>Fork lift truck license is desirable</p> <p>Good command of written and spoken English</p> |
| Certificates | Valid ENG1 medical certificate or equivalent for the duration of each voyage |

HES (Health, Environment, Safety and Security)

| Knowledge/Skill | Summary of Responsibilities |
|--------------------------|--|
| Health and Safety | <p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within team and encourage safe behaviours</p> <p>Undertake safety 'walk rounds' within own area identifying areas of improvement</p> |
| Public Health | <p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p> |
| Environment | <p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p> |
| Emergency Duties | <p>Understand the emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>Take part in passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear</p> <p>Ensure all equipment is secure and isolated</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p> |
| Safeguarding | <p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p> |
| Security | <p>Apply the correct security measures for own department / area</p> <p>Lead and direct the team in applying security measures and actively promote understanding of security issues</p> <p>Encourage security awareness within the team</p> |

Technical

| Knowledge/Skill | Summary of Responsibilities |
|-------------------------|--|
| Stock Control | <p>Maintain an effective daily stores operation, ensuring that stock is rotated appropriately and in line with dates (1st in, 1st out)</p> <p>Carry out accurate stock takes as instructed by the Inventory Manager and in line with CUK procedures</p> <p>Update the supply and inventory management system with parts location changes</p> <p>Liaise with Heads of Department to forecast future category product requirements using available data</p> <p>Oversee all stock order planning and be aware of stock movements to ensure adequate stock levels are maintained in line with the needs of the ship</p> <p>Raise all goods and service requisitions and challenge where unusual or incorrect</p> <p>Use historical data to support decisions and investigate any variances if required</p> <p>Ensure all deliveries are receipted and stored securely in a timely manner</p> <p>Raise stocktaking plans in line with policy and ensure all stock items are counted, and inventory management system, investigating any discrepancies</p> |
| Food Hygiene | <p>Follow the Food Hygiene policy and procedures at all times</p> <p>Ensure all food storage spaces are sanitised and clean at all times in accordance with company policy</p> <p>Highlight issues immediately in order to minimise any impact</p> |
| Customer Service | <p>Respond calmly and quickly to requests from passengers or crew members</p> <p>Deliver customer service within the agreed time-scales and to the quality required, ensuring customer satisfaction</p> <p>Immediately respond to complaints and customer service issues, and ensure a speedy resolution</p> <p>Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship</p> |

Business

| Knowledge/Skill | Summary of Responsibilities |
|-----------------------------------|---|
| Commercial Decision Making | <p>Use data from cost reports and liaise with the Inventory Manager to make reasoned commercial decisions</p> <p>Consider the financial impact of decisions</p> |
| Audit & Compliance | <p>Complete full and accurate records to ensure compliance for both internal and external audits</p> |
| IT Systems | <p>Competent in the use of most MS Office software</p> <p>Effectively use the supply and inventory management system</p> |

People / Management

| Knowledge/Skill | Summary of Responsibilities |
|---|--|
| Advising & Influencing | <p>Respond confidently and promptly to requests for information</p> <p>Act as a role model to others promoting a positive working environment</p> |
| Quality & Assurance | <p>Observe, review and assess all aspects of the quality of service being provided within the team against the agreed quality standards</p> <p>Take action when any element of the service or work being carried out is not up to standard</p> |
| Planning & Prioritisation | <p>Plan work schedules for the team</p> <p>Prioritise tasks to ensure the most efficient service provided to other departments in line with the ship's priorities</p> |
| Resource Management & Delegation | <p>Understand the skills and competencies of the staff and deploy them effectively</p> <p>Plan for absences</p> <p>Delegate tasks with clear instructions, expectations and necessary responsibility</p> |
| Performance Feedback | <p>Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood</p> <p>Ensure feedback is both positive and constructive</p> |
| Coaching & Mentoring | <p>Hold effective developmental discussions with team members</p> <p>Act as a coach or mentor for team members or wider line management Identify and undertake team training and development</p> |

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

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| Officer / Supervisor Style | Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture |
| Thinking Ahead / Making Change Happen | Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions |
| Working with Others | Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback |
| Communicating Effectively | Proactive and positive in their communications with Officers, crew and passengers |
| Customer Centred | Understands how their role can impact the passenger experience and works with the wider Stores team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service |
| Acting Safely | Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities |

Person Specification

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| | Highly organised, structured and focused on the detail in their approach to work |
| | Assertive and confident in dealing with suppliers and stakeholders |
| | Good communication skills |
| | Remains calm and makes sound decisions under pressure |
| | High levels of stamina and resistance due to working hours and demands |
| | Confident level of numeracy |
| | Cooperative approach to working with stakeholders |
| | Works well with a wide variety of people, regardless of status, background or gender |
| | Good attention to detail when checking received orders |
| | Ability to plan work routines and prioritise workloads |
| | Demonstrates honesty and integrity at all times |
| | Loyal to the Carnival UK brand and compliant with company policies and procedures |

| Version no for Job Description | Issued By | Date of Issue |
|---------------------------------------|--------------------|----------------------|
| 1.1 | Richard Brooksbank | 01 September 2014 |