



CYNGOR LLYFRAU CYMRU BOOKS COUNCIL of WALES

Castell Brychan, ABERYSTWYTH, Ceredigion SY23 2JB

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Prif Weithredwr/Chief Executive: *Helgard Krause*

Job Title	Collection and Packing Assistant
Department:	Distribution, Data and Information Technology
Location:	The Books Council's Distribution Centre
Salary Band:	Grade 2 (point 2–4)
Salary:	£22,366 – £23,114 * (Conditional on a pay award)
Contract:	Permanent
Start Date:	As soon as possible
Hours of Work:	5 days a week (37 hours a week)
Holiday entitlement:	28 days per annum in addition to Bank Holidays
Reporting to:	Warehouse Manager
General purpose of the post:	Collecting and packing orders at the Distribution Centre for various Books Council customers and ensuring excellent customer service.

BACKGROUND

The Books Council is a national charity that supports the publishing industry and reading development in Wales. We promote literacy and reading for pleasure through our range of campaigns, activities, and events throughout Wales, often working in partnership with schools, libraries, and other literary organisations. The Council was founded at Aberystwyth in 1961, and we work with publishers to nurture talent and new content in Welsh and English, in addition to providing specialist services such as editing, design, marketing and distribution. We are also responsible for administering grants to publishers and independent booksellers. Our funding comes partly from the Welsh Government through Creative Wales, and partly from commercial activities and the wholesale book-selling service provided by our Distribution Centre.

The Council provides a pension scheme to which the person appointed will be able to contribute. The Books Council is a member of the Dyfed Pension Fund, which is a Local Government Pension Scheme.

THE WAREHOUSE

Since March 2024, the Books Council has moved to using a new system by which our work has transferred to electronic methods – the work of the warehouse, the collecting, packing, and stock movement are all now completely electronic. The technology enables the staff to collect books in the Warehouse by using scanning equipment.

The Distribution Centre is a busy workplace with over one million books in stock. It distributes books and supports the publishing industry in Wales and beyond with a turnover in 2023/24 of £3.16m.

MAIN DUTIES OF THE POST

1. Collect books to fulfil the Centre customers' orders, in an accurate and careful manner.
2. Work in accordance with the Health and Safety Guidelines to ensure that the Centre is neat and tidy, by clearing packing materials and empty boxes and ensuring that there are as few boxes as possible on the floor.
3. Work as part of a team to ensure a reliable and prompt service for the customers.
4. Move stock from *bulk* to *forward*, and from *forward* to *bulk* as necessary; process stock movements as required from two external warehouses.
5. Count incoming stock and store it in accordance with the warehouse's arrangements.
6. Pack and label orders ready for distribution.
7. Load and unload boxes in and out of vans.
8. Process books that have been returned for credit.
9. Keep a record of the cost of posting Gwales parcels and packs for home delivery.
10. Deputise as required for other Team members.
11. Offer suggestions for working effectively to maintain the service to the partners/clients.
12. Flexibility to work extra hours to meet the requirements of the business, particularly at busy times.
13. Complying with other requests from the Head of Distribution, Data and Information Technology, and undertake any other work that is relevant to the work of the Department or the Council.

KNOWLEDGE AND SKILLS REQUIRED FOR THE POST

- The ability to work quickly, with accuracy and attention to detail, when collecting and returning stock.
- Administrative/secretarial skills.
- Numeracy skills to deal with counting stock.
- Computer skills, particularly with Excel.
- Communication skills, both oral and written.
- The ability to work independently and as part of a team.
- A licence / qualification to use a forklift, or willingness to undertake training.

WORK LANGUAGE

In the Books Council Offices and the Distribution Centre, we mainly speak Welsh on a day-to-day basis. The post-holder will need to be able to converse in Welsh with several colleagues and clients – other staff, the general public, publishers, booksellers. The ability to read and understand basic every-day Welsh and English is necessary. Support is available to help with written skills.

CONTACTS AND COMMUNICATION

Internal	Nature of Contact
Warehouse Manager	Cooperate to ensure that all the Warehouse's work is undertaken in the most effective way possible.
Head of Distribution, Data and Information Technology	Cooperate closely regarding the effective operation of the Distribution Centre.
Stock Manager and Warehouse Manager	Cooperate on stock arrangements.
Other members of the Books Council's staff	Cooperate and share information as required.

External	
Customers	Respond to occasional enquiries and messages, ensuring that the customer service is of an excellent standard.
The general public	Respond to occasional enquiries and messages, ensuring that the customer service is of an excellent standard.
Publishers	Respond to queries and deal with any questions, particularly regarding stock levels and information about titles.

RESPONSIBILITIES

For people: None

For a budget: None

For equipment or stock: None

DECISION-MAKING / PROBLEM-SOLVING / AUTONOMY

The post-holder will be expected to take executive decisions as required, but to refer any decisions involving finance to the Finance and Business Manager.

APPLICATIONS

To apply, please send a letter explaining why you are suitable for the post, together with a short CV noting your work experience/jobs. Your CV should include the names and addresses of two persons who can be contacted for further information. If you are currently employed, your current employer should be one of the referees. **We will not contact any referees without your permission.**

Please note: we are unable to sponsor work visas, and you will need to prove that you are eligible to work in the UK.

Applications must be submitted by **12 noon on Monday, 4 November 2024**, and sent to:

Menai Ll. Williams, Books Council of Wales, Castell Brychan, Aberystwyth, Ceredigion SY23 2JB. Tel: (01970) 629541, or by e-mail to menai.williams@llyfrau.cymru

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