



Supply Chain Logistics Operative

Course Duration / 12 Months Level 2

Apprenticeship Standard

Managing the movement of goods across all sectors and distances for a range of customers from private individuals and sole traders through to large global organisations.

Course Overview

This is an **entry-level apprenticeship** which provides the foundation knowledge skills & experience for the role of Supply Chain Operator within occupational areas in the Supply Chain industry.

Supply Chain Operators are primarily **responsible for managing the movement of goods** for a variety of customers across all sectors, and as such their customer base will range from large global organisations to sole traders and private customers in local areas, depending on their organisation.

They may be required to work in shifts, for example overnight or working on weekends, and some (depending on the nature of their organisation) **may be required to work internationally** in Europe or at worldwide destinations.

Supply Chain Operators communicate and come into contact with a wide range of people and customers, and have a passion to meet customers' expectations by **providing a quality service that encourages repeat business**, showing drive and energy even when challenges arise.

Individuals in this role are highly **competent in using industry-recognised systems** and associated services within their industry sector, and are able to work under pressure to tight deadlines, with excellent time management skills.

They are proactive and meet agreed commitments and expectations, taking responsibility for their own actions and doing the right thing.



Contact Us

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Supply Chain Logistics Operative Course Content

Knowledge

- * How to communicate effectively with customers/colleagues (including those working remotely, third party carriers, agencies and other organisations) appropriately in line with situation and organisational style/culture.
- * Structure of the industry, the methods and modes of transport, the roles available within the sector in general and in relation to their own career aspirations.
- * Importance of delivering excellent customer service to customers and colleagues, including identifying customer/colleague needs and responding appropriately in line with situation and organisational style.
- * Vision, objectives and brand of the organisation; the importance of organisation reputation and what can affect it; how their own performance can contribute to organisational success and support or impact on others.
- * Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role.

Skills

- * Establish a good rapport with customers/colleagues; promote the values of the organisation in all of their work; identify and respond to or report threats to their organisation's reputation where relevant.
- * Communicate effectively (using a variety of appropriate methods such as face to face, telephone, email etc) with customers and colleagues in line with organisational standards.
- * Demonstrate safe moving and handling of different objects, both manually and using relevant equipment; work individually and as part of a team to safely move and handle objects.
- * Work well in a team; support colleagues and contribute to achieving objectives or goals.
- * Seek to review, update and implement improvements to own method of working; positively take on board, and act on, feedback where relevant
- * Adapt to new technology and accept the need for change

Behaviours

- * Demonstrate integrity, credibility, honesty and personal drive in every aspect of their role.
- * Take ownership and responsibility for their own safety and that of others at all times; do the right thing and report any issues or concerns to a relevant person
- * Pay attention to the safe and effective use of equipment and machinery when carrying out activities
- * Strive to achieve the best results in all they do; maintain a positive attitude and approach to their work even when priorities and working patterns change.