



Job Description

Job title:	Driver/Packer/Warehouse Operative
Department / Location:	Feltham Head Office
Reporting to:	Publications Operations Manager
Hours:	37.5 Monday to Friday – 8am – 4pm

Job purpose

To play a pivotal role in gathering and delivering tuition centre class materials each week to ensure the smooth running of lessons; to fulfil customer orders; and to fulfil the day-to-day needs of the warehouse.

Dimensions

Work in a small team to be jointly responsible to:

- Ensure (currently in 2025/26) approximately 1,900+ pupils receive their books on time, either at the tuition centres or by post (currently three tuition centre locations and one Head Office/Warehouse location)
- Pick and gather monthly/weekly pupil book packs
- Receive and process all incoming printed materials and general deliveries
- Look after two company vans
- Ensure a high standard of organisation is maintained in the warehouse in accordance with agreed processes and procedures

Main responsibilities

Internet Order Fulfilment

- Pick, pack and despatch customer orders generated from the AEP website
- Alert AE Publications (AEP) customer service team/marketing team to any issues re: orders or website function

Driving

- Load and deliver tuition centres' weekly/monthly class requirements (essentially boxes of books and printed materials)
- Unlock and unset alarms at tuition centres when delivering/collecting during non-operational hours
- Sort class materials upon delivery at the tuition centres
- Load and return Admin boxes and recycling materials, etc. between Head Office and tuition centres
- Collect printing and other supplies from local businesses
- Deliver books to wholesalers, tutors and pupils as required
- Deliver marketing materials for occasional exhibitions, shows and sponsorship requirements
- Keep vans clean and tidy including washing by hand regularly
- Ensure vans have sufficient fuel at all times and take vans for services and MOTs as required
- Report any van and equipment performance issues to Publications Operations Manager

Warehouse

- Jointly responsible for gathering and packing pupil book packs (currently approximately 1,100 monthly packs and 1,500 weekly packs, plus approximately 400 packs for summer courses)



- Prepare remote courses pupil book packs (currently approximately 350) for despatch by Royal Mail or courier
- Ensure packing materials are well-stocked
- Take delivery of goods and supplies
- Frank post for HQ and take to franking post box
- Load stock by hand or stacker
- Keep book stock levels replenished and pallets of books dressed forward
- Gather, pack and despatch wholesalers' orders
- Label testpacks with test score stickers
- Keep warehouse, work areas and yard clean and tidy
- Sort materials returned from the tuition centres
- Prepare books to be returned to suppliers
- Assist with AET/AEP stocktake as required
- Assist with recycling and shredding procedures
- General warehouse duties
- Liaise with courier companies for collections

General

- Jointly responsible for warehouse health and safety
- Any other duties as reasonably requested by Publications Operations Manager

Skills/Competencies

Personal Qualities and Attributes:

- Excellent verbal communication
- Good organisational and time management skills
- Ability to multi-task and work under pressure in a fast-paced environment
- Ability to function effectively as part of a team
- Compliance with company procedures, rules and regulations and uphold reputation of the company
- Diligent attention to detail and safety
- Dependability, flexibility, initiative
- Honesty and trustworthiness
- Demonstrate a responsible and committed work ethic, engaging with the aims of the business with enthusiasm and personal energy

Essential Requirements:

- Experience of working as a delivery driver and in a warehouse environment
- Computer literacy and admin experience
- Full, clean driving licence

Physical Demands:

- Loading and unloading of goods from vehicle
- Physically fit and able to lift objects (within H&S safety limits)
- Stacking of goods in correct storage bays
- Climbing stairs to deliver books
- Stacking of empty pallets

Education and Experience:

- Basic numeracy, literacy and computer skills

