



At Balfe's it's all about people. And bikes! It's the passion, energy and enthusiasm of all of our colleagues throughout the business, which makes Balfe's a great place to work.

Joining Balfe's means you'll be working with like-minded people, and you will have opportunities to develop your skills and experience, and plenty of career progression if you want it.

### **Warehouse Operations Assistant**

Reports to Operations Manager & Warehouse Manager in their absence

**40 hours per week** (there will be the odd occasion for weekend working)

The Facilities & Warehouse Support Operative will provide hands-on operational support across the warehouse, head office, and retail stores, ensuring that working areas are maintained to a high standard and assisting with a wide range of practical maintenance, warehouse, and general facilities tasks.

This role is varied and requires a proactive individual who is comfortable carrying out physical work, general maintenance tasks, and supporting day-to-day operational requirements across the wider business.

The successful candidate will play an important role in supporting warehouse efficiency, maintaining safe working environments, and reducing reliance on external contractors for smaller maintenance and repair tasks.

### **Key Responsibilities**

#### **Warehouse & Yard Support**

- Assisting with goods in and goods out processes where required
- Maintaining cleanliness, organisation, and safe working standards within the warehouse and yard areas
- Compacting cardboard, paper waste, and supporting waste management processes
- Carrying out general housekeeping and tidying duties to maintain an organised working environment
- Supporting the warehouse team in ensuring work areas remain safe, efficient, and compliant with health and safety standards
- Printing labels and assisting with basic warehouse administration tasks where required
- Supporting stock movement and assisting with unloading deliveries when necessary

#### **Facilities Maintenance & General Duties**

- Carrying out basic maintenance and repair tasks around the warehouse, office, and operational areas
- Assembling racking, shelving, mirrors, fixtures, and general equipment as required

- Completing minor repairs and general practical support tasks across the business
- Assisting with upkeep of external areas including pathways, yard areas, and storage spaces
- Supporting with painting, sanding, cleaning, and general maintenance work where needed
- Assisting with moving equipment, furniture, stock, and operational materials safely
- Undertaking basic plumbing-related tasks such as unblocking toilets where appropriate
- Identifying minor maintenance issues before they become larger operational problems

### **Store Support**

- Travelling to retail stores when required to support with general maintenance or operational tasks
- Assisting store teams with practical tasks that would otherwise impact management and sales productivity
- Supporting store relocations, store maintenance work, equipment setup, and general facilities-related requirements
- Providing flexible operational support across departments depending on business needs

### **Skills & Experience Required**

The successful candidate should be practical, reliable, and comfortable working in a physically active role.

#### **Essential:**

- Full UK Driving Licence
- Good practical skills and confidence using basic hand tools
- Experience carrying out general maintenance, DIY, assembly, or repair work
- Comfortable undertaking physically demanding work including lifting, moving equipment, and manual handling
- Good organisational skills and ability to work independently without close supervision as there will be the odd weekend working
- Ability to identify and solve basic maintenance and operational issues proactively
- Reliable, flexible, and willing to support different areas of the business when required
- Good awareness of workplace health and safety standards
- Basic IT skills for printing labels and completing simple admin tasks

#### **Desirable:**

- Previous warehouse experience
- Experience in facilities, maintenance, handyman, logistics, or operational support roles
- Forklift experience is desirable
- Basic understanding of plumbing, basic repairs, or property maintenance
- Experience working in a fast-paced operational environment

### **Personal Attributes**

We are looking for someone who is:

- Hands-on and practical with a “can do” attitude
- Comfortable turning their hand to a wide variety of tasks
- Proactive and able to spot issues before being asked

- Dependable and takes pride in keeping working environments organised and safe
- Flexible and willing to travel to support stores when needed
- Self-motivated and capable of managing their own workload
- Positive and team focused

**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach an agreement on any changes.

### **Our Values**

**Passion:** We live and breathe cycling, and we're here to inspire a lifelong love of riding in every cyclist

**Knowledge:** We share our expertise to empower every rider with the confidence to enjoy every journey

**Community:** Cycling connects us all, and we foster a welcoming space where every rider belongs

**Teamwork:** No egos. Just collaboration. Working together to support our customers and each other.

**Honesty:** Trust is everything. We're always open, transparent and committed to doing the right thing.