

Job Description



Job Title: Public health warehouse support worker	Service Area: Public Health	
Directorate: Adults & Health	Post Number: LBNJE-878234198	Evaluation Number: 7929
Grade: Scale 4	Date last updated: August 2026	
People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.		
Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.		
Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.		
Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

The post holder will be passionate about supporting residents with the wider determinants of health and promoting healthy lifestyles across Newham. They will work with residents, community organisations, and partner services using a holistic, strengths-based approach to improve health and wellbeing outcomes.

The post holder will be responsible for supporting the distribution, packing, storage, and management of public health resources and stock, including processing stock requests, maintaining accurate inventory records, monitoring stock levels, coordinating deliveries, and liaising with the Public Health team, the NFA team, distribution sites, and community settings.

They will ensure the efficient operation of warehouse and stock management processes, enabling the timely delivery of public health programmes.

The role will also provide administrative and operational support to the Public Health team, including data collection and monitoring, maintaining records and databases, coordinating communications, and supporting the promotion and delivery of health improvement initiatives.

The post holder will be required to work flexibly, including some evenings and weekends, to support community events and service delivery requirements.

Based in our Newham Food Alliance Circular Economy Hub, strict adherence to all Health & Safety procedures is essential.

THIS IS NOT A HYBRID ROLE AND REQUIRES THE POST HOLDER TO ATTEND THE WORKPLACE

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

The post holder reports to Lead Strategist Public Health and will also receive onsite localised supervision from the Newham Food Alliance Circular Economy Hub team.

To undertake all responsibilities listed below:

Stock, Logistics and Warehouse Management

- Conduct regular stock audits and reconciliations to maintain accurate inventory records.
- Escalate stock shortages, discrepancies, damaged goods, or delivery issues to the relevant manager.
- Support the safe storage, handling, and transportation of stock in line with health and safety requirements.
- Coordinate delivery schedules and maintain records of stock requests and fulfilment.

Monitoring and Reporting

- Produce regular updates on stock levels, distribution activity, and service uptake.
- Support the preparation of monitoring reports and performance information for Public Health programmes.
- Ensure accurate and timely data entry and record keeping in line with service requirements.

Partnership and Community Development

- Support the recruitment, onboarding, and training of new distribution sites and community partners.
- Maintain regular communication with existing distribution partners to ensure compliance with agreed processes.
- Identify opportunities to expand the reach of public health programmes within local communities.

Safeguarding, Equality and Inclusion

- Recognise and respond appropriately to safeguarding concerns, escalating issues in line with Council policies and procedures.
- Promote equality, diversity, and inclusion in all aspects of service delivery.
- Ensure services and materials are accessible to residents from diverse backgrounds and communities.

Health and Safety

- Comply with health and safety policies and procedures relating to outreach activities, warehouse operations, and manual handling.
- Ensure safe working practices are followed when handling, storing, and transporting stock and equipment.

Other Duties

1. To work with colleagues across the team, directorate, council and partners as required.
2. To make the best use of appropriate ICT systems including the Council's internet and intranet, the Well Newham Website, email and other systems in order to provide an efficient and effective service.
3. To ensure work is completed in accordance with agreed timescales, targets and service standards.
4. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required.
5. To assist service users, staff and other agencies with general enquiries, both by telephone, email and in person.
6. To maintain excellent customer service in all areas of work.
7. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
8. To provide cover for other appropriate staff at the place of work.
9. To actively engage in Continuing Professional Development (CPD) to maintain and enhance skills and knowledge base

Person Specification

Job Title: Public health warehouse support worker	Service Area: Public Health	
Directorate: Adults & Health	Post Number: LBNJE-878234198	Evaluation Number: 7929
Grade: Scale 4	Date last updated: August 2026	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

KNOWLEDGE AND QUALIFICATIONS

ESSENTIAL CRITERIA	METHOD OF ASSESSMENT
Understanding of local services, community networks, and support available to Newham residents.	Application
Understanding of stock management, inventory control, and record-keeping processes.	Application/ Interview
DESIRABLE CRITERIA,	
Educated to A-Level standard or equivalent qualification (BTEC, NVQ Level 3 or equivalent experience).	Application

EXPERIENCE

ESSENTIAL CRITERIA	METHOD OF ASSESSMENT
Understanding of working within a diverse community and partners.	Application
Experience of stock control, inventory management, warehousing, distribution, or logistics processes.	Application/ Interview
Ability to working effectively as part of a team to achieve shared objectives.	Application/ Interview
DESIRABLE CRITERIA	
Experience of administrative support, maintaining records, databases, spreadsheets, and monitoring systems.	Application
Ability of collecting, recording, and handling data accurately on IT system- training will be provided.	Application
Understanding of working collaboratively with VCFS organisations, community settings, and other partners.	Application

SKILLS AND ABILITIES

ESSENTIAL CRITERIA	METHOD OF ASSESSMENT
Strong organisational, time management, and prioritisation skills.	Application/ Interview
Ability to accurately maintain stock records, databases, spreadsheets, and monitoring information.	Application/Interview
Ability to undertake manual handling, including packing, moving, and distributing stock, resources, and event materials in accordance with health and safety requirements.	Application / Interview
DESIRABLE CRITERIA	
Strong communication and interpersonal skills with the ability to build positive relationships with residents, colleagues, and partners.	Application
Ability to coordinate multiple tasks and meet deadlines in a busy operational environment.	Application
Ability to work effectively both independently and as part of a team.	Application
Ability to use Microsoft Office applications, including Word, Excel, Outlook, PowerPoint, Teams, and other digital systems.	Application
Ability to use digital systems to monitor and report stock levels, requests, and programme information.	Application

PERSONAL STYLE AND BEHAVIOUR

ESSENTIAL CRITERIA	METHOD OF ASSESSMENT
Demonstrates a commitment to equality, diversity, inclusion, and anti-racist practice.	Application

ESSENTIAL CRITERIA		METHOD OF ASSESSMENT
Basic DBS Check.		Satisfactory clearance at conditional offer stage
Ability to work flexibly, including occasional evenings and weekends.		Application
Ability to travel across the borough to attend community venues, distribution sites, outreach activities, and warehouse locations.		Application
Able to maintain confidentiality and handle sensitive information appropriately.		Application
ESSENTIAL CRITERIA		METHOD OF ASSESSMENT
Flexible, proactive, and willing to support a range of operational, administrative, and community engagement activities.		Application

OTHER SPECIAL REQUIREMENTS

THIS IS NOT A HYBRID ROLE AND REQUIRES THE POST HOLDER TO ATTEND THE WORKPLACE