

Job title: Risk Coordinator**Department: Operations****Reporting Lines:** Reports to Risk Manager**Job Purpose**

Working closely with the Risk Manager, the primary responsibility will be as first line support for the store and fulfillment teams for safety and security support and instruction. You will be responsible for conducting safety and security audits, developing policies and procedures, and delivering training to store teams and managers. You will need to deal with external suppliers and enforcement authorities as required.

The role will be a national field based role, with frequent visits to the store estate to carry out audits, risk assessments and investigations.

Responsibilities

- Develop and assist in producing company policies and procedures.
- Conduct and complete Risk Assessments for store and fulfillment based activities.
- Conduct store based audits and report on Store Safety and Security Standards and report back to stores and Risk Manager.
- Manage Head Office fire safety system and periodic tests.
- Investigate reports of accidents, dangerous occurrences and security incidents, determining root causes and supply recommendations to reduce the risks.
- Recoding and monitoring accident statistics to determine any patterns and area for improvement and risk assessment.
- Advise and support all departments with regard to Health and Safety and Security.
- Monitoring of stock delivery accuracy from TDG to customers (stores, web fulfillment)

Values

- Demonstrates the Company's values in behaviour.
- Seeks to build trust in relationships through these values.

Care Demonstrating care and respect towards customers, staff and other stakeholders.

Fairness Objectivity in dealing with others.

Enthusiasm Excited about our work and positive in approach.

Loyalty Commitment that works both ways

Honesty Truthfulness.

Outstanding Service Aiming for quality and excellence in all we do in relating to one another and to our stakeholders

Skills

1. Current UK driver license
2. Qualified to NEBOSH General Certificate would be beneficial although training will be provided.



3. Ability to work with and protect confidential information.
4. Logical thinker with ability to analyse numerical and written data.
5. Strong investigative skills with ability to identify risk and implement effective solutions.
6. Strong organisational skills and time management to achieve effect use of time and resources
7. Excellent written and verbal communication skills to ensure quality communication and information are provided to all levels of management.
8. Computer literate with intermediate knowledge in MS word and Excel.

Competencies

1. **Enthusiasm:** Can demonstrate enthusiasm in their work, in the brand, and in the product ranges. Can embrace our mission to be **mad about toys**. Understands the importance of a fun, and has a positive 'can-do' attitude.
2. **Flexibility.** Prepared to work in a changing environment and understands the need to offer flexibility at times of pressure
3. **Accurate:** Excellent administration skills, quality driven and attentive to detail
4. **Articulate:** Able to communicate clearly and in a professional manner in order to achieve results and support colleagues and clients.
5. **Self Motivated:** Self driven and able to work effectively without supervision
6. **Teamwork and collaboration.** A good team player who understands the need to work together and support other colleagues.

