

# Douglas Thorpe

## Personal Statement

A mature, motivated professional with operational management, administrative and technical factory experience, excellent communication skills, and a recognised ability to inspire and manage effective teams. With strong IT capability backed by an exceptional customer service focus, a proven track record of delivery and a desire to drive efficiency, now seeking to take on a new and challenging role.

Keen to develop in a progressive organisation, I am available to help you succeed now!

## Employment

### Post Office LTD - September 2022 – present

#### Branch support Advisor: - September 2022 – Present

Working on the phone lines as the first point of contact for over 11,500 Post Office branches across the UK, it's my job to respond to callers needs with a keen focus on understanding the query before providing a concise answer to resolve the issue at hand. I apply a professional and empathic approach to each individual case, gauging the appropriate manner in which to address the situation. I often go above and beyond in support of our branch colleagues to ensure they feel like they're being looked after, if an issue isn't resolved immediately I assure the caller that a solution can be found and clearly communicate the given timescale for each individual back office process.

In my short time at the post office I have quickly become very knowledgeable of our catalogue of over 300 products, this allows me to efficiently and confidently respond to any query raised by colleagues within the post office. The products and processes in the post office change at an accelerated rate, it's part of my job to stay one step ahead of the staff within branches so that when questions arise I already have the solution for the caller. Throughout the day we work mainly within browser based software , predominantly Microsoft Dynamics 365, but also employing the use of Excel along with Microsoft Teams to communicate company-wide.

### Bilstein group - January 2020 - May 2022

#### Key Operative: July 2021 – May 2022

Managing a team within the warehouse ensuring all orders are processed and dispatched within a strict time scale. I Liaised with colleagues throughout the company to prioritise workloads and directed team members in their duties to reach targets. Dealing with staff queries and issues, administering both praise and disciplinary action where appropriate, while doing this I ensured that I was entirely approachable to my own team as well as visitors on site to uphold the reputation of the company as well as maintaining a positive working environment.

In my role as a key operative my proudest achievement was having the ability to mentor and coach my team, I had a strong focus on their physical and mental wellbeing to ensure they felt valued, in some cases liaising with HR to refer my guys to occupational therapy as well as changing their workload to meet their physical capabilities

**Operations support administrator: November 2020 - July 2021**

Building upon my knowledge of the warehouse procedures and Witron system I adjusted to work in the logistics office in a short space of time, the key responsibilities being a very strong attention to detail and ability to work well under the pressure of strict deadlines. Dealing with both couriers and customers means I have an approachable demeanour to ensure the company's respected image is upheld as well as keeping a good working relationship with clients. Interfacing internally throughout the company via the use of phones, email and face to face conversation was a key element of my day to day.

**Warehouse Operative: Jan 2020 – November 2020**

Starting my time with Bilstein as part of the dispatch team I quickly adapted to the new environment. By working closely with my new colleagues to familiarise myself with the daily deadlines and procedures I was able to become a key member of the team. I quickly learnt to navigate the electronic warehouse management system so that I was able to both meet deadlines and solve any discrepancies. Following this time on the dispatch team I was selected to drive the large VNA trucks, this involved adhering to the highest standards of health and safety along with becoming familiar with the electronic picking system.

**September 2017- January 2020** - Wordsworth UK Ltd.

**February 2018- January 2020** - Blending Technician

**September 2017- February 2018** - Line Operative

Working within a fast paced factory environment I started out assisting wherever I was required, ensuring the lines were consistently fed with bottles and caps, working on pallet stacking each one to the correct specification while at the same time maintaining a high level of quality control before delivering to the warehouseman using electric pallet trucks.

My capabilities were quickly realised to be beyond factory line work and I was recruited to the small team of blending technicians, as part of the blending team I was responsible for the manufacture of products from their raw materials, working as part of a small team I would take pride in producing each product to the highest standard of quality and accuracy to the specification.

My responsibilities as a blending technician included accurately sourcing the correct chemicals for the upcoming day's work, following the specification and the strict health and safety guidelines to produce the highest quality results. At every possible opportunity I would try and get ahead of schedule to allow the smooth operation of the factory as a whole, to do this I liaised with internal management as well as using the in-house scheduling system to ensure I was working in line with the production was working in line with the factory's production.

**2013 – April 2017 – Lovehoney Ltd.:**

**Sept 2015 – April 2017** Warehouse Team Leader

**Aug 2013 - Sept 2015** Warehouse Assistant

Warehouse Assistant Working as a Warehouse Team Leader at Lovehoney, I was responsible for the day to day management of over 20 people, and for ensuring effective and timely delivery of warehouse services. I interfaced between my team, couriers, other teams and senior management to ensure both my team's needs and the needs of the business were effectively reflected in the service we provided.

My team regularly processed 5000 customer orders per day and I interacted with four different courier services each with particular processing requirements. During busier periods, volumes could reach over 15000 customer orders and such variability requires staff flexibility and correspondingly close management. Managing the workload of the team by

balancing resource availability and skill-sets, I ensured my team worked efficiently and regularly exceeded the daily picking/packing targets.

I was the escalation point for internal queries and the main point of contact for resolving issues with the distribution service. Responsible for delivery of daily team meetings, motivation of team, dispute resolution (predominantly informal, but have been involved in formal disputes) and managing staff shift rota's. Recognised as having a comprehensive knowledge of the end to end warehouse process I was often asked to test new methods and processes, feeding back reports to senior management. I was familiar with the bespoke IT system in place and produce reports and output for Senior Management.

Other experience:

**2011** – Domino's Pizza: Delivery Driver

**2010** – Debenhams: Stock Movement Assistant

## Hobbies and Interests

Art is a prominent interest of mine and as a result, I chose to study this at University. I take pleasure in visiting galleries still work creatively producing output ranging from sculpture to drawing and painting miniatures. I enjoy the outdoors, particularly walking in the hills and am an active rollerblader and snowboarder as time and opportunity allow. I listen to a plethora of different music and often go to gigs to watch artists and bands.

## Education

**2012-13** - University of Falmouth – BA (Hons) Contemporary Crafts

**2011-12** - City of Bath College – Foundation: Art & Design Level 4

**2007-09** - City of Bath College –BTEC National Diploma: Art and Design + A-Level Art

**2001-06** - Wellsway School – 9 GCSE's A-C, including Maths and English

## Contact Details

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