

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Materials Management Officer
Responsibility To:	Site Hub Manager
Department(s):	Supply Chain
Directorate:	Facilities
Job Reference:	229347
No of Job Holders:	18
Last Update:	July 2025

2. JOB PURPOSE

To provide an effective materials management service for theatres, wards and departments by managing all product stock levels, stock location details, demand capture, distribution of goods supplied through the Ward Materials Management systems dealing with receipt, returns and resolution of complaints as well as conducting periodic reviews of ward stock levels in line with an agreed schedule.

Record accurately the product demand through the efficient use of the Ward Product Management System. Customer service is a large part of the role, ensuring all customers have supplies in the right quantity, quality, place and time, to support clinical services and to resolve complaints and to liaise with suppliers accordingly.

Failure to discharge duties effectively would impact on the ability of clinical front-line services to operate and have an impact on patient care.

As part of the role of Materials Management Officer the post holder will:

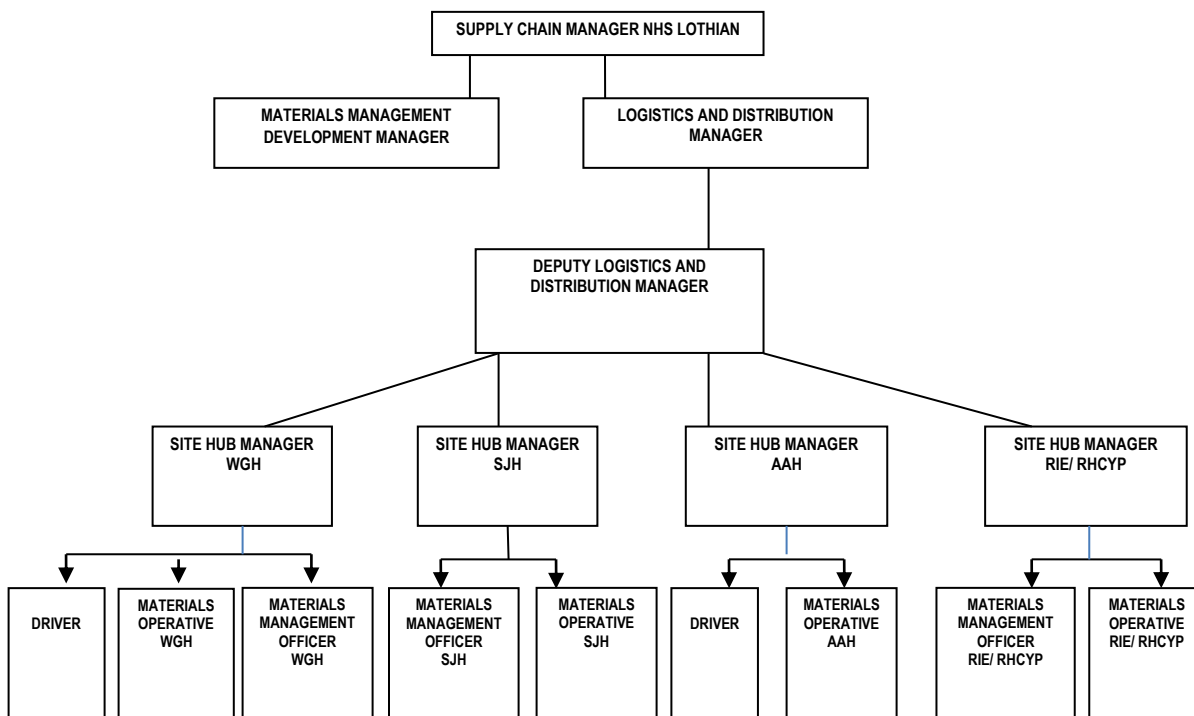
- Work closely with staff from the National Distribution Centre within Customer Services and Logistics.
- Be allocated a range of theatres, wards and departments, for which they will be primarily responsible for the Materials Management Service provided to them.
- They will be based locally at the hospital with appropriate access to all computer systems and equipment required to deliver the Ward Product Management service.
- Provide a service to twenty or more wards / departments within a typical working week.
- Review current ward stock levels on a scheduled basis.
- Initiate the process to replenish products to agreed levels ensuring that requisitions are channelled in the appropriate way this channel will be dictated by NHS Lothian Supply Chain policies and procedures.

3. DIMENSIONS

The Supply Chain delivers products with a spend of £90M via 2500 suppliers covering a range of over 50,000 products across more than 700 delivery points within NHS Lothian. The Materials Management service within the Supply Chain provides a service to manage and replenish stock on acute sites for over 455 wards and departments covering over 35,000 lines which equates to just over 2,500 items.

The post holder is responsible for the Materials Management Service within several wards / departments. The value of stock within each area varies but ranges from £100 - £15,000.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Facilities Directorate is charged with providing the physical and support service environment within which all NHS Lothian Clinical and Corporate services operate. The key operational functions within this include Estates, Catering, Cleaning, Portering, Transport, Supply Chain, Waste, Security, Car Parking, Linen and Laundry. This requires the Senior Facilities Management team to be fully involved and conversant with all clinical priorities and strategies which are often shaped by property and support service considerations.

Supply Chain is part of the Facilities Directorate which provides support services to all NHS Lothian's clinical and corporate services.

The Supply Chain provides services to NHS location across the Lothians operating from 5 central receipt points based in:

Royal Infirmary of Edinburgh (RIE)
Royal Hospital for Children and Young People (RHCYP)
Western General Hospital, Edinburgh (WGH)
Astley Ainslie Hospital, Edinburgh (AAH)
St John's Hospital. Livingston (SJH)

The Supply Chain Department provides the following services:

Receipt and Distribution:

To input information such as receipts and returns accurately liaising with Financial Services to ensure prompt payment of invoices.

Working alone or with team members to provide onward distribution of goods and services procured on behalf of NHS Lothian, ensuring safe maintenance of departmental schedules for all aspects of distribution across Lothian whilst ensuring all legislative and procedural requirements are enforced relating to transport provision.

Materials Management:

Replenishment of ward / departmental stock in line with stock levels agreed with local management in wards/ departments at St John's, Royal Infirmary, Royal Hospital for Children and Young People / Department of Clinical Neurosciences and Western General hospitals. Assist Service Managers in the control of expenditure through the provision of accurate, timely and appropriate supplies management information including purchasing trend information and materials management performance data and stock levels.

Maintain systems (GENESIS) to ensure a comprehensive replenishment system for approved products are available from the National Distribution Service (NDS) to meet the requirement of NHS Lothian with minimal stock liability.

To manage all stockholding within Supply Chain Warehouses in line with NHS Lothian Policy and Standing Financial Instructions minimising any risk of obsolescence.

General:

Work constructively with colleagues in the Facilities Directorate to provide a positive, safe and healthy working environment via Traffic Management Groups and Health and Safety Groups.

To work collaboratively with clinicians, managers, staff, contractors, and other Boards to influence and improve Supply Chain performance within NHS Lothian.

To encapsulate Business Continuity within business processes to minimise operational difficulties in adverse situations.

To assist in minimising risk to NHS Lothian in the event of Hazard Notifications arising from faulty or damaged products.

6. KEY RESULT AREAS

1. Provide the materials management stock service, including maintaining agreed stock levels / locations, placing orders to ensure delivery schedules are met and putting away stock on delivery.
2. Working in conjunction with the Materials Management Development Manager, produce reports and analysis maintaining regular dialogue with theatres, wards and departments to ensure that stocked items are reviewed and continue to meet the operational needs of the service area in line with the Lothian wide review schedule.
3. Liaise as the local representative for theatres, wards and departments, assisting them with all supply related issues, providing advice to ensure most cost-effective options are utilised reviewing and agreeing stock levels for product held at a local level.
4. Maintain computerised systems for supplies information (spreadsheets, databases, etc) ensuring information is accurate, analysing information and extracting it as required facilitating informed decision making at management level.
5. Research and analyse information relating to the stock and "Top-Up" levels covering a wide and diverse range of products and consumables to establish best value for money options.
6. Investigate enquiries, suggestions and complaints from suppliers and customers and deal with promptly and efficiently taking corrective action to ensure expedient resolution of problems and that any necessary follow up action is carried or bringing the matter to the attention of the Site Hub Manager / Materials Management Development Manager as necessary.
7. Assist with the organisation, collection and preparation of product samples for evaluation by customers as required to establish whether a product is viable for purchase.
8. Comply with Health & Safety Policies/Regulations, Fire Safety and Major Incident Regulations regarding transportation and storage of stock, cleanliness and tidiness of storage areas, ensuring compliance thereby creating and maintaining a safe working environment.

9. Maintain excellent levels of communication with colleagues/staff to ensure co-operation in achieving maximum output.
10. Implement excellent planning/organisational skills to ensure efficiency and continued improvement of the service.
11. Assist with duties carried out by Stores personnel when required, to ensure the smooth running of the service.
12. Check delivery on the accompanying goods received from the National Distribution Centre ensuring that NHS Lothian is correctly charged for goods received.
13. Deal with returns to supplier and / or National Distribution Centre, ensuring departmental policies and procedures are met and adhered too.
14. Rotate stocks and plan quality checks in accordance with procedures identifying expired and slow-moving stock products at ward / departmental level on a regular basis and initiate appropriate action.
15. Check "Goods Returned" to ensure that the details on the Returns Form reconcile with the goods returned and if they are suitable for re-distribution (processing necessary paperwork).
16. Ensure that all materials handling equipment used by the post holder is maintained efficiently and to correct safety standards, and that any faults/defects are recorded and brought to the attention of the Site Hub Manager to ensure departmental standards of safety are met. Only equipment the post holder has successfully completed training for may be used.
17. Monitor the service provided by external suppliers, taking remedial action as and when necessary and/or advise Site Hub Manager of any discrepancies/problems, to ensure the smooth running of the service.

7a. EQUIPMENT AND MACHINERY

- Cages, Trolleys and Pallet Trucks (manual and electric) – for safe transportation of goods.
- Computer to produce documentation and to communicate through email, check supply details on internet etc.
- Handheld data collection device for demand capture on Ward Product Management system.
- General office equipment including pc, printer, photocopier, pager and telephone.

7b. SYSTEMS

Adequate knowledge and understanding of current data management systems relating to supply chain functionality.

- Computer packages, e.g. Microsoft – Word and Excel; Internet /Intranet.
- Operation/maintenance of Ward Product Management system for stock management (Currently Genesis).
- E-Financial System for information / data to produce usage reports etc.
- Maintain and update manual records, compiling documentation for analysis purposes.

8. ASSIGNMENT AND REVIEW OF WORK

The post holder is a member of a locally based team responsible for the stock management for a few wards / departments. The Materials Management Development Manager will advise on any change of procedures in relation to the Materials Management Service.

Work is assigned in line with the delivery schedule as agreed with the National Distribution Service between the Supply Chain Service and local ward / department management teams and is demand led.

The Site Hub Manager undertakes direction and review of the Materials Management Officer including performance development reviews.

The Materials Management Officer will perform their day-to-day work autonomously with minimal direct supervision and in accordance with NHS Lothian policies and procedures defined by the Site Hub Manager. Therefore they must be self motivated and are expected to work on their own initiative.

The post holder is responsible for training/ mentoring new / less experienced members of staff and nursing/ clinical staff on supply chain operations.

The post holder communicates and liaises with other staff who are relied upon to perform agreed tasks necessary to maintain supply chain continuity.

9. DECISIONS AND JUDGEMENTS

The post holder frequently works alone therefore is responsible for making decisions relating to the management and execution of their workload and uses their initiative to maintain and improve individual quality of work i.e. ongoing review of procedures to refine the service for optimum efficiency.

As a key member of the Supply Chain, performing an important local service, the Materials Management Officer is advised of all operational practice and policy decisions governing the running of the Stores & Logistics Service and applying any necessary changes in own work sphere.

The post holder also deals with a range of queries, suggestions and complaints from their customers and resolves these by application of product knowledge, experience of local needs and understanding of operational requirements and systems.

Using their knowledge and analytical judgement skills, advises theatre, ward and departmental staff with regards to effective and efficient replenishment levels thus being cost effective.

The post holder has responsibility for re-scheduling work schedules if problems arise, ensuring prompt communication with relevant staff and customers i.e. if the product ordered is unavailable or late, the post holder will aim to resolve situation and / or advise Site Hub Manager / Materials Management Development Manager.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working to a strict schedule to meet timescales required.
- Dealing with the constant diversions which arise throughout the working day.
- There is a large element of manual work requiring a degree of fitness.
- To be able to work under pressure/keep calm.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to develop and maintain effective communication links and working relationships with the following groups:

Internal:

Colleagues and managers within all functions of Supply Chain / Procurement / Support Services to facilitate the delivery/ordering process.

- Management/staff within Finance, IM&T, Portering, Security and Estates departments to provide relevant information as necessary.
- Members of Staff, Supervisors, Heads of Departments and Management of all other departments within NHS Lothian to facilitate the ordering process.

External:

- Colleagues/Associates in other NHS Health Boards and National Distribution Service to facilitate ordering process/deliveries/returns.
- Suppliers/Delivery Companies and Drivers to ensure timescales and delivery schedules are met.

The above communications are essential to the running of the service, e.g. customer awareness; internal procedures; links with suppliers.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

PHYSICAL EFFORTS/SKILLS:

- Manipulation of cages, trolleys and pallet trucks (manual and electric) ranging from 1 kilo to 45 kilos, the majority at the lower end of the scale for part of the shift.
- Frequently and from a standing start the lifting and moving of heavy/awkward goods ranging from 1 kilo to 45 kilos, many of the lifts at the lower end of the scale.
- Walking / standing for long periods, up to half of the shift.
- Operating computer information systems – proficiently / accurately.

MENTAL EFFORTS/SKILLS:

Concentration required in most aspects of the post, e.g.:

- Limited periods downloading data into computer and ensuring data transfer is successful.
- Ongoing problem-solving requiring concentration of approximately 10 minutes at a time, on average four times a day.

EMOTIONAL EFFORTS/SKILLS:

- Ability to work under pressure/keep calm.
- Ability to deal with irate customers while maintaining agreed procedures and timescales re damaged goods / schedules.
- Occasional exposure to distressing situation in clinical areas.

ENVIRONMENTAL:

- Exposure to dust, dirt, ward smells, heat and continual background noise

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to standard grade level or equivalent.
- SVQ Level 3 Qualification in Storage / Warehousing and Distribution or to demonstrate suitable experience.
- Have 3 + years experience in supply chain environment with knowledge of stock control procedures and previous knowledge of materials management service /advice notes/goods acceptance/delivery notes.

- Previous experience of customer care.
- Appreciation of necessity for Policies / Procedures in relation to Financial, Security, Fire and Health & Safety issues, COSHH Regulations, in addition to Divisional / Departmental Policies and Procedures i.e. complaints.
- Computer skills (Microsoft in particular Word and Excel, Ward Materials Management system – Genesis).
- Planning and organisational skills.
- Communication skills e.g. negotiating / persuading /influencing / people management skills.
- Ability to use own initiative and prioritise.
- Previous experience of moving and handling procedures and practice.
- Numerate, literate and practical.
- Knowledge of Waste Management Regulations.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: