

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Materials Management Officer

Responsibility To: Site Manager

Department(s): Purchasing

Directorate: Facilities

Job Reference: 053756

No of Job Holders: 13

Last Update (insert date): Feb 2014

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 nursing and 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:

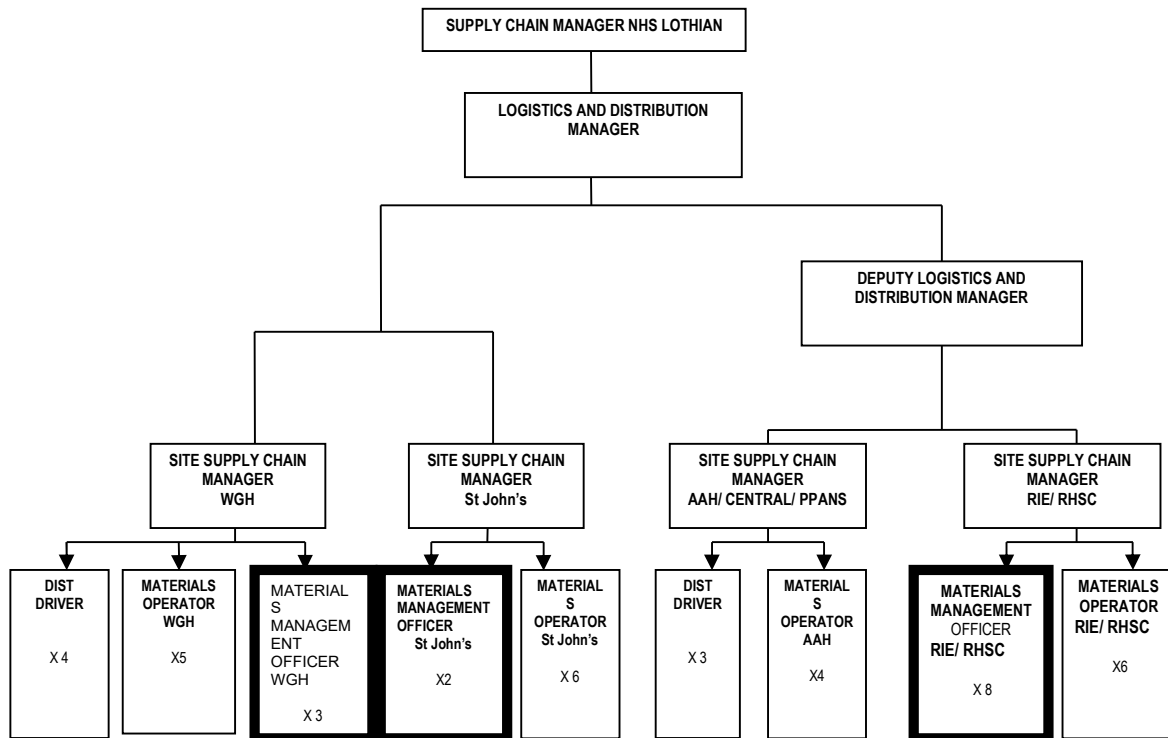
- Work closely with staff from the National Distribution Centre staff within Customer Services and Logistics.
- Be allocated a range of theatres, wards and departments, for which they will be primarily responsible for the Materials Management Service provided to them.
- They will be based locally at 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 Procurement department in Lothian comprises of 69 WTE of which 45 are involved in the Supply Chain activity. This includes procurement of goods and services and the requisition of goods from the National Distribution Centre and external suppliers, from where goods are supplied then distributed to theatres, wards and departments.

The Supply chain delivers over £120M of spend via 2500 suppliers covering a range of over 50,000 products across over 700 delivery points within NHS Lothian. The Materials Management service within the Supply Chain provides a service to manage and replenish stock in Acute sites for over 200 Wards and Departments.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Purchasing Department is responsible for the operational management in the provision and management of a procurement strategy interfacing effectively with the NHS Lothian's reporting systems.

The three main areas of Procurement are:

Strategic Sourcing/ Customer Services

To provide goods and services within a contractual framework which achieves value for money for its customers. To review existing procedures and systems in the light of the needs of NHS Lothian to establish an effective high quality and integrated service ensuring that performance standards are set, met and monitored. The department provides professional advice to NHS Lothian Management on procurement matters, including financial control information to budget holders, management and administration of equipment contracts in compliance with SFI's and EC Directives. To ensure all procurement takes account of environmental factors in sourcing, quality and use of paper and support the NHS Lothian's Environmental Policies. Purchasing works collaboratively with clinicians, managers, staff, contractors and other Health Boards with the National Group to influence and improve procurement performance in all areas of the NHS Lothian. To do this Purchasing will capture a wide range of client's views, utilising these to further develop programmes to meet their respective requirements via Clinical Supplies Committee and associated groups to assist with setting product and purchasing standards, evaluating new products, running product trials and specifying and evaluating new equipment.

Supply Chain:

To input information of receipts and onward distribution of goods and services procured on behalf of NHS Lothian. Maintaining schedules for all aspects of distribution, re-accessing component parts with a view to rationalising and maintaining a user-friendly supply chain.

To manage efficiently and effectively ward systems of stock control with the objective of reducing costs.

Assist 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.

Systems:

To manage existing systems and roll out new systems in line with the National e-Procurement strategy (ePS Scotland) to drive efficiencies in operational and procurement processes.

To develop electronic strategies to assist with managing the product portfolio.

To ensure systems being developed meet the requirement of NHS Lothian in all aspects of Procurement activity.

To improve and develop management reporting to meet customers requirements.

6. KEY RESULT AREAS

- 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.
- 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.
- Establish, develop and 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.
- 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.
- 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 Supply Chain Manager as necessary.
- 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.
- Comply with Health & Safety Policies/Regulations, Fire Drill and Major Incident Regulations with regard to transportation and storage of stock, cleanliness and tidiness of storage areas, ensuring compliance thereby creating and maintaining a safe working environment

- Maintain excellent levels of communication with colleagues/staff to ensure co-operation in achieving maximum output
- Implement excellent planning/organisational skills to ensure efficiency and continued improvement of the service
- Assist with duties carried out by Stores personnel when required, to ensure the smooth running of the service.
- Check delivery on the accompanying goods received from the National Distribution Centre ensuring that NHS Lothian is correctly charged for goods received. Deal with returns to supplier and/ or National Distribution Centre and filing ensuring departmental policies and procedures are met and adhered too.
- 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.
- 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).
- 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 Supply Chain Manager to ensure departmental standards of safety are met.
- Monitor the service provided by external suppliers, taking remedial action as and when necessary and/or advise Site Supply Chain Manager of any discrepancies/problems, to ensure the smooth running of the service.

7a. EQUIPMENT AND MACHINERY

- Cages, Trolleys and Pallet Trucks – for safe transportation of goods.
- Platform trolleys – as above.
- Computer to produce documentation and to communicate through email, check supply details on internet etc.
- Hand Held data collection device for demand capture on Ward Product Management system.
- General Office Equipment including pc, printer, photocopier, pager, fax machine and telephone.

7b. SYSTEMS

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

- Computer packages, e.g. Microsoft packages, Word for Windows, Excel, Internet /Intranet.
- Operation/maintenance of Ward Product Management system (Powergate) for stock maintenance (Currently Powergate).
- 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 servicing a number of Wards/

Work is assigned on in line with the delivery schedule as agreed with the National Distribution Centre between the Supply Chain Service/ Procurement Department and local hospital management and is demand led.

The Site Supply Chain Manager undertakes direction and review of the Materials Management Officer including KSF/ Performance Development Planning.

The Materials Management Officer will perform their day to day work autonomously with minimal direct supervision and in accordance with policies and procedures defined by the Supply Chain Manager, NHS Lothian Departments 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 staffs that 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 & customers i.e. if the product ordered is unavailable or late, the post holder will aim to resolve situation and / or advise line 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 Jobholder 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 Departments Directorate to facilitate the delivery/ordering process.

- Management/staff within Finance, IM&T, Pottering, 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 Board areas 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 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 1kilo to 45 kilos, the majority 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/time-scales/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.

- 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 packages, Word, Excel, Powergate Ward Materials Management and CedAr).
- Planning and organisational skills.
- Communication skills e.g. negotiating / persuading /influencing / people management skills.
- Ability to use own initiative & prioritise.
- Previous experience of Moving & Handling Procedures.
- 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:

Head of Department Signature:

Date:

Date: