JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**
 |
| Job Title: | Ward Product Management Operative |
| Responsible to: | Local Site Manager  |
| Department(s): | Stores and Logistics Service |
| Directorate: | Facilities  |
| Job Reference number (coded): |  |
| No of Jobholders: | 26 |
| Update: | April 2007 |

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| 1. **JOB PURPOSE**
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| To provide an effective, Top Up, service for theatres, wards and departments by organising and co-ordinating all product Top Up and location details, demand capture goods distribution, receipt and storage, as well as conducting periodic reviews of ward stock levels.Ensure the accurate recording of 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 timeously and to liase with suppliers accordingly.Failure to discharge duties effectively would impact on the ability of clinical front line services to operate |
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| 1. **DIMENSIONS**
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| As part of the implementation of Ward Product Management System (WPM) the post holder will work closely with staff from the National WPM Implementation Team and local Store & Logistics staff.The post holder will be allocated a range of theatres, wards and departments, for which they will be primarily responsible for servicing, 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.Typically the post holder will provide a service to twenty or more wards / departments within a typical working week. The post holder will 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 GG&C Stores & Logistics policies and procedures .The Jobholder will normally be based at a location in close proximity to the wards and departments that they have primary responsibility for, and operates within normal working hours **.****Please note that these dimensions reflect a working week of 37½ hours.** |

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| 1. **ORGANISATIONAL POSITION**
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| Stores & Logistics Manger|Multiple Site Manager |Local Site Manger |**Ward Product Management Operative**   |
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| 1. **ROLE OF THE DEPARTMENT**
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| The Stores & Logistics Service provides a comprehensive supply chain management service to NHS organisations within the Health Board. 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 department provides a professional supplies service to all GG&C premises. The department provides professional advice to Directorate management on procurement matters, including financial control information to budget holders, management and administration of equipment contracts.Procurement of GG&C major equipment programme in compliance with SFI’s and EC Directives. |
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| **6. KEY RESULT AREAS** |
| * Provide internal supply chain services to assist theatres, wards and departments, organising supplies, to ensure that stock levels are checked and replenishments requisitioned to agreed levels in accordance with pre-determined delivery schedules and within designated time-scales to meet a demand-led service.
* Check all goods received are correct and complete; verify documentation, replenish supplies correctly at theatre, ward and department level to ensure adequate levels are maintained and accessible, ensuring that correct stock rotation of product(s) are followed.
* 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,
* Liaise with local Stores services to ensure that goods are correctly and timeously delivered to local theatres, wards and departments-
* Perform a customer liaison role 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.
* 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.

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| **6. KEY RESULT AREAS (Contd)** |
| * Assist with research and analysis of 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 are dealt with timeously and take corrective action ensuring expedient resolution of problems and that any necessary follow up action is carried or bringing the matter to the attention of the Stores Manager / Stock Control 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.
* Awareness and compliance 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.
* Deal with Goods Received Notes Goods Received Amendments Return to Supplier (RSU), Returns to Stores, investigation of delivery queries; filing, to ensure departmental policies and procedures are met and adhered too.
* Carry out stock rotation and quality checks in accordance with procedures. Identifying expired and slow moving stock products on a regular basis to 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 Local Site 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 Local Site Manager of any discrepancies/problems, to ensure the smooth running of the service.
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| **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.

 * Printer / Photocopier / Pager / Fax machine and Telephone (documentation / communication,

 i.e - e-mail, etc ). |
| **7b. SYSTEMS** |
| * Computer packages, e.g. Microsoft packages, Word for Windows, Excel, Internet/Intranet.
* Operation/maintenance of Ward Product Management system (computerised or manual) for stock maintenance.
* E-Financial System for information / data to produce usage reports ,etc ).
* Maintain and update manual records, compiling documentation for analysis purposes.
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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| The post holder is a member of a locally based team responsible for servicing a number of “Top-Up“ locations.Work is assigned on the basis of the “Top-Up“ arrangements between the Stores & Logistics Service and local hospital management and is demand led.The Local Site Manager undertakes direction and review of the service provided.The Ward Product Management Operative(s) will perform their day to day work autonomously with minimal direct supervision and in accordance with policies and procedures defined by Stores & Logistics Services / Local Site ManagerThough not applicable in terms of supervising staff through a direct reporting relationship the post holder is responsible for training new / less experienced members of staff.The post holder communicates, and liaises with other staffs that are relied upon to perform agreed tasks necessary to maintain supply chain continuity. |
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| **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 Supplies Service Team, performing an important local service, the Ward Product Management Operative is included in 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 top-up 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** |
| The challenge of dealing with a wide variety of people requires excellent people management skills, the use of persuasion and negotiation to achieve objectives.On occasions situations may arise that requires a sensitive approach to be undertaken by the post holder, to achieve a mutually agreed successful outcome to the problem.A flexible approach to tasks is also required as the post holder is often interrupted by staff for advice/knowledge with the challenge of still maintaining schedules and agreed timescales.The range of products ordered for hospitals is diverse and considerable in terms of quantity. Inevitably, with the volume of requisitions problems will occur with delivery and internal distribution, as well as the challenge of keeping up to date on all items available or out of stock. |
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| **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 Stores & Logistics / Support Services Departments/Facilities Directorate to facilitate the delivery/ordering process.* Portering and Security staff to arrange for deliveries and uplift of supplies.
* 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 GGH&C 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. |

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| **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. | Frequency***(ALL)***Daily, ongoingDaily, ongoing | Weight***Various - in accordance with Moving & Handling Regulations*** |
| **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
 | Daily, ongoingDaily, ongoing | Various - in accordance with Moving & Handling Regulations |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| The Jobholder requires to have knowledge of, be proficient in, or undertake training in the following:-* Educated to Standard Grade level.
* SVQ Level 2 or 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 Top Up /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 toDivisional / Departmental Policies and Procedures i.e. complaints.
* Computer skills ( Microsoft packages, Word, Excel, Powergate Top Up module and CedAr ).
* Planning and organisational s*k*ills.
* 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.
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| 1. **JOB DESCRIPTION AGREEMENT**
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| 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: |