

**SCOTTISH AMBULANCE SERIVCE**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION**
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| **JOB TITLE** | Procurement & Logistics:Systems Implementation Lead  |
| **JOB DESCRIPTION REFERENCE** |  |
| **DEPARTMENT** | Procurement |
| **NO OF JOB HOLDERS** | Two  |
| **DATE JOB DESCRIPTION AGREED** |  |

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|  **Notes** |
| *Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review* |
| *Please refer to job description guidelines before completing a new job description* |

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| 1. **JOB PURPOSE**
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| The post holde is responsible for managing the development, implementation and ongoing management of the Procurement purchasing system and the Logistics materials stock management systems. The post involves system administration, development and implementation of both the stock management system and the purchase ordering system used across The Scottish Ambulance Service (SAS). The post holder(s) is also responsible for ensuring the systems are operated and maintained at optimum levels through direct integration of the systems data and information and via feedback from system users and stakeholders.To support the users of these systems, the post holder will develop and deliver high quality training on the use of these systems and functionality across all levels of Service staff.  |

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| 1. **DIMENSIONS**
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| Budgets/financeThe post holder holds responsibility for the development and maintenance of the purchase order system & the stock management replenishment system across SAS. The purchase order system processes goods and services with a value for non-pay spend of approximately £84m per annum. The value of goods provided via the Logistics service is approx. £2.5 million per annum and the value of stocked goods held within SAS warehouses is circa £360k at any one time.The post holder will have approval via the Services, Standing Financial Instructions (SFIs), the delegated authority to approve purchase order and or stock replenishment requisitions as outlined by the SFIs (Equivalent to a Procurement Purchasing Officer role).RoleThe logistics function supports all of SAS ambulance stations nationally including special operations and air ambulance bases. Within the procurement function, the post holder will provide training and support for approximately 568 Pecos users across the Service and circa 250 Pecos users in NHS Healthcare Improvement Scotland (HIS) and NHS24. Aas each Health Board governs their system slightly differently, it is essential that the post holder develops a working knowledge and understanding of the operating structure and governance routes for the NHS 24 and HIS instances of Pecos, as these impact on the support provided.There are over 55k Purchase orders raised per annum nationally by SAS Pecos system users. The post holder does not have any direct management responsibility for staff.The post holder is responsible for providing training and development in the use and functionality of the logistics systems as a key requirement of the role. The post holder will provide extensive training and support for 15-20 Logistics and the Special Operations and Resilience Teams.This requires the creation and ongoing development of suitable training materials to train and support staff in the use of the systems. These training materials will encompass the creation of specific user guides that reflect the services SOPs and will be in document form, including online presentation videos. |

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| ORGANISATIONAL POSITION *(organisational charts can be included as an appendix if preferred)* |
| Post 1: Reports to the Senior Procurement Specialist Post 2: Reports to the National Logistics & Materials Manager |

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| 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES  |
| 1. Manage and maintain both the purchase order system and the electronic materials management system across each region within the Service. This aspect requires the following tasks and areas of responsibility:
* Process mapping to identify the changes required to the systems
* Identifying resource requirements:
	+ Completing Requests for Change (RFCs) and
	+ Change Control Notices (CCNs) as necessary and co-ordinating the implementation of the changes.
	+ User Acceptance Testing of new system releases or upgrades, advanced supplier connections etc., including feeding back issues found.
* Maintain the content of the systems to an accurate standard and associated business rules groups and approval rule groups and maintain suppliers’ catalogues as required.
1. Provide project support to the users during any required implementation project cycle through to business as usual.
2. Co-ordinate and develop new and existing systems in order to ensure a seamless business and information management system. This aspect requires planning and project managing the implementation of system developments, liaising with internal and external stakeholders.
3. Responsible for developing the administrative and support function for other systems as they are specified and implemented across the service. However, it should be taken into account that these particular systems, as they evolve will, eventually, have a direct impact on patient services and therefore patient care.
4. Responsible for co-ordinating and/or supporting product or equipment trials relevant to their work area.
5. Responsible for Audit of the system to ensure the following is maintained and adhered too;
	1. System compliance with the service’s Standing Financial Instructions (SFIs)
	2. Ensure SOPs for the use of the system are followed by users
	3. Provide system data, analysis and commentary on system activity to respond to queries, Qtr reporting for Key Performance Indicators (KPIs) and to participate in and assist with Internal Audits of the function.

In addition, the post holder will be responsible for:* Approving requisitions / purchase orders within the SFI scheme of delegation
* Updating Procurement intranet / SharePoint pages as required.
* Participate in departmental continuous improvement and best value programmes.
* When required, representing the Procurement & Logistics department’s interests on various eProcurement groups in the wider public sector.
* Provide a telephone helpdesk facility for purchasing and logistics stock system users, and training for purchasing system users throughout Scotland on request.
* The training element includes arranging training venues, materials and ensuring internet access is available and delivering the training throughout Scotland.
* The Post holder(s) is also responsible for the collation & analysis of usage / performance data to assist with the Services Best Value work streams and the provision of formal quarterly Key Performance Indicators for the PPSG.
* The post-holder will have a limited requirement for the purchase goods and services (including assets) to ‘client’ departments’ specifications within the scheme of delegation.
	+ This will include ad hoc sourcing and pricing enquiries, liaising with suppliers and internal stakeholders, as necessary.
	+ Including developing in-scope key supplier relationships when required.
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| 6. EQUIPMENT AND MACHINERY |
| The postholder will be required to have a thorough understanding of the management issues associated with Procurement, electronic inventory/materials management and awareness of financial systems are desirable.* Driving licence is essential
* Extensive and extended Computer / VDU work to produce documentation and to communicate through email, check supply details, etc.
* Advanced MS Excel skills are essential for data manipulation and analysis
* Handheld scanner linked to stock management system
* Printer / Photocopier and Telephone (documentation / communication).
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| 7. SYSTEMS |
| The post holder will use the following systems:* E-Procurement (currently Pecos)
* Materials Management stock system (currently Genesis)
* PCS Portal (Procurement Contracts Scotland)
* Business Objects (Boxi data reporting tool)
* Microsoft software suite (Advanced use of MS Excel required)
* Updating of Procurement intranet site, now SharePoint (MS365)

Any associated test systems - the post holder(s) will be the main conduit for liaison with SAS and National Procurement IT functions and any related external systems provider.  |

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| **8. DECISIONS AND JUDGEMENTS** |
| For both post holders, there will be a high degree of autonomy and will be expected to exercise initiative and judgement within broad guidelines and plan their own work schedule. The post-holder will be expected to prioritise and make decisions about their own work, however there will be regular engagement with the line manager for support.Some areas of work can be complex given the potential for competing demands within the role, particularly where timescales are often dictated centrally by the National Programme Team, or the service provider. **Logistics post holder**: Directly accountable for the implementation and set up of an end-to-end electronic inventory system within each Logistics hub and associated delivery point across the service. Objectives will be agreed in conjunction with the National Materials and Logistics Manager and regular engagement to discuss workload etc. Responsible for systems set up of station stores stock and setting stock levels and is responsible for the administration and training associated with the management and development of inventory management applications used in Procurement and Logistics across the service. Meets with station staff and stakeholders to review service provision but acts independently using professional skills and judgement in the set up and provision of the electronic stock systems solutions. Provides Key Performance Indicator (KPI) reporting detail on the performance and delivery targets as set by the Head of Procurement. Ensures accurate stock and inventory information is available to the Procurement and Stores teams to allow them to make critical and operational decisions. Promotes and delivers training for the electronic materials management systems. **Procurement post holder:**High degree of autonomy with respect to the purchasing system as they are required to be the Service’s expert in this field. Certain project milestones may be specifically agreed with the Senior Procurement Specialist or the Head of Procurement, these will be identified at the beginning of projects. Typical judgements will be deciding how to implement changes to the purchasing set-up. These can be complex decisions where several options are available, and changes to the system must be thought through carefully to avoid unintended consequences.This involves the need to analyse and understand the requirement and how to translate this into how the system works to achieve the desired outcome.  Policy decisions must be referred to the Head of Procurement. |

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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Design and deliver training for all staff that use the agreed purchasing and or the materials management system, including the provision of all training material. The training will be run / provided as frequently as required. The number of people trained throughout the service over a year is variable.The subject matter can be complex and difficult for users to understand as users may have little or no electronic inventory skills, therefore training and communication must be developed / customised for the required learning styles. There will be extensive communication with system end-users to ensure their needs are delivered and to answer queries. There will also be extensive contact internal to the Board with Finance and IT for systems maintenance and development, along with clinical and other departments for the provision and reporting of management information. Co-operation from NHS staff at all levels of the organisation is required.Post holders will be involved in the Logistics and inventory management Programme Group meetings.There will be a need to communicate with empathy and tact and diplomacy to impart difficult information to end users who are having difficulties with the systems. Strong communication and influencing skill both verbal and written are essential.There will be a close working relationship with counterparts in other Boards and with National Procurement. There will be regular contact with the Board provider of the materials management application software. |

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| **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB** |
| Physical skills:* Proficiency in using keyboard/mouse when working with IT systems
* Clean driving licence (for station / site visits within Scotland)
* Physical movement of products and arrangement of stock in agreed order within individual stations
* Agreeing stock levels with local station staff
* Labelling and set up of stock locations within stations
* Use of electronic mediums of communication to provide remote training sessions

Mental Effort: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 60 minutes at a time, on average four times a day checking multiple systems and data sets, for inputting into computer and subsequent data manipulation, analysis, interpretation and problem solving.
* Frequent requirement for prolonged concentration especially when analysing spreadsheet data/system problems.

Emotional Effort:* Ability to work under pressure/keep calm and deal with (at times) angry customers while maintaining agreed procedures and timescales re damaged goods/time-scales/schedules.
* Occasional exposure to distressing situations for example:
* Postholder will be involved in the process for setting up clinical products, the reasons and clinical background for the use of these products may be shared as part of the supporting discussions and approval process.

Working conditions:* Use VDU more or less continuously in an office and or Store (Hub) location / environment.
* Mostly remote working, but on occasion exposure to dust, , heat and continual background noise within busy station environment will be required.
* Station activity will be required to support direct staff training and when the setup of a station either as a new site or as part of a major change to their Logistics ‘top-up’ service.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Multi-tasking is required, with frequent interruptions from e-mails, colleagues and telephone.
* Ability to re-prioritise at short notice and react to user demands or system errors/malfunctions etc.
* Ability to work under pressure and work to challenging deadlines.
* Responsible for dealing with occasional emotional or stressful staff issues e.g. performance related issues although the post holder(s) may not have direct management responsibility for the staff they do have management responsibility for how the system is used by the staff
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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Qualifications and experience:* Hold or be working towards a professional qualification in Procurement i.e. CIPS (Chartered Institute of Purchasing and Supply).
* HND in IT or similar subject or significant relevant experience in a busy IT helpdesk or procurement team

Skills:In depth knowledge of the following systems to at least senior administrator level:* PECOS Materials management system
* Genesis materials management systems
* Skilled in the Microsoft suite of products including an understanding of relational database structures
* A proven track-record on training and administrating Procurement and or Materials management systems and meeting key performance requirement as set out by the board and national procurement.
* Experienced in delivering and creating training materials
* An in-depth knowledge and understanding of the Supply Chain systems process.
* Communication and influencing skill both verbal and written are essential.
* A determination to meet the objectives and service standards of the post are vital, as much of the work will be potentially challenging as it involves persuading users to change practices.
* A willingness to represent the interests of SAS when working on the introduction of new systems.
* The Post holder(s) will need to be a team player and a competent systems administrator to implement the degree of change required across SAS
* Driving licence is essential.
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| **13. JOB DESCRIPTION AGREEMENT** |
| Job Holder’s Signature: Deputy Head of Department Signature:  | Date Date:  |