

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | |
| Job Title | **Data Support Officer** |
| Immediate Senior Officer/ Line Manager | Data Systems Manager |
| Department | Business Development Directorate, Technology Services |
| SBU | Procurement, Commissioning & Facilities (PCF) |
| Location | NDC Canderside, Gyle Square or Meridian Court |
| CAJE Reference | NPSHSNPOG197R |
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| **2. JOB PURPOSE** | |
| To support and influence the implementation and delivery of NSS strategies in inventory & materials control.  Implement practices of good stock control within HealthBoard stock storage locations.  Ensure Health Board stock availability targets are met, while maintaining stock control productivity levels and performance.  To effectively carry out inventory duties, ensuring that the targets, policies and procedures of the Health Board in terms of stock management and control are adhered to. | |
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| **3. DIMENSIONS** | |
| The postholder will collect, extract, analyze and share product and stock management data in support of the implementation of the national Inventory Management System (IMS) across all NHS Scotland Health Board who have a ward product management service.  Support the Data Systems Manager in the responsibility for providing a Business As Usual support function to NHS Scotland Inventory Management System (IMS) users (approx. 2,000 users).  Support the provision of information to local, national and international health organisations.  The post holder will be one of a team providing inventory management services for NHSScotland Logistics. | |

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| **4. ORGANISATION CHART** | | | | |
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| **5. ROLE OF THE DEPARTMENT** | | | | |
| The Procurement, Commissioning and Facilities (PCF) Strategic Business Unit (SBU) provides a complete range of procurement, commissioning and facilities services to a range of stakeholders including Health Boards, Scottish Government and the wider public sector. The SBU will provide specific services and expert advice across its portfolio of activity. Outputs include specialist services commissioning, screening, national contracting, logistics, procurement systems, and professional advice and expertise about property, facilities, construction and equipment.  The Business Development Directorate is tasked with co-ordinating support services within the SBU and providing high quality service to the other Directorates. The Directorate will provide strategic leadership in its areas of operation, linking closely with NSS in the areas of business planning and strategy, service delivery and improvement and customer engagement as well as driving synergies across the SBU.  The Directorate is the change agent for the SBU supporting the drive for improved technology services, service development and identifying operational synergies.  The Directorate will also lead the SBU in its role as a Procurement Centre of Expertise (CoE) and the development of a similar role for Facilities which can involve giving policy advice and support on a range of issues to the Scottish Government (SG).  The Technology Services department is responsible for providing strategic direction and leadership for IT developments within SBU. It is also responsible for leading, managing and directing the implementation of eProcurement technologies for customers in Health, SG and the wider public sector. Recognised as the Centre of Expertise and NHS Scotland focal point for technology services in relation to Purchase to Pay (P2P) solutions. | | | | |
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| **6. KEY RESULT AREAS** | | | | |
| 1. To control inventory within Health Board stock locations, understanding cost of inventory, assisting in product classification, calculating stock levels, handling stock variability, analysis and reporting of stock holdings to the Data Systems Manager. 2. To deliver the controlled processes of cycle counting, ABCX stratifications and perpetual stock checking within a system monitoring process 3. To achieve and deliver maximum controls and processes to allow full stock control accuracy, financial and liability management 4. Adhering to processes and ensuring these to be auditable and in a controlled state to assist the Data Systems Manager in stock management 5. Collection, extraction, analysis and dissemination of product and stock management data. 6. Provide guidance to staff regards the fundamentals of efficient stock control 7. Report on slow moving stocks and take effective action as directed by Data Systems Manager 8. Report and detail issues regard returns of waste and scrap stock. Also follow best practices to reduce this from an internal perspective. 9. To assist and address the day-to-day operational problems of stock management and the ability to correct / fix and report to make a positive contribution to effect improvements i.e. service levels, reduce inventory holding, manage risk and vulnerability 10. Provide on the job training to new Data Support Officer staff as required by the Data Systems Manager 11. Provide professional support and advice in the identification of data requirements to the Data Systems Manager, Health Board department management and the Technology Services team within NSS 12. Deliver statistical information to assist forward planning for seasonal and business trends 13. Produce and/or action daily/weekly/monthly statistical information as required 14. Comply with Health, Safety and Security at work regulations and requirements. | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** | | | | |
| ***Assignment and Review of Work***   * In consultation with the Data Systems Manager - the broader and longer-term stock management issues will be identified. The post holder will translate these issues into practical action plans and goals & objectives. * Performance of postholders’ department will be reviewed against stock management KPIs on a regular basis * Strategies to improve stock availability increase accuracy and reduce stock holding costs will be actioned by the post holder and measured by the Data Systems Manager. * The post holder will feedback on progress at weekly meetings with the Data Systems Manager. Annual objectives will be set in consultation with the Data Systems Manager and will be reviewed through the PCF formal appraisal scheme.   ***Decisions and Judgements***   * Expected to anticipate, resolve and take the decision to escalate problems arising from day-to-day work as appropriate. Advice and guidance from the Data Systems Manager is available as required * Work in collaboration with other team members and PCF staff to produce required results. | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** | | | | |
| *Internal*  Report to the Data Systems Manager and provide daily communication within daily/weekly meetings.  Work in conjunction with the Scan For Scotland Programme Team to deliver the National goals and objectives within Inventory Management workstream.  Engage with auditors internal and external.  *External*  Work with Health Board clinical and Procurement department teams on all aspects of stock management control. | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | |
| Acquire and maintain a level of expertise to ensure full material control and stock management best practice techniques in stock management are implemented in all Health Board departments. | | | | |
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| **10. Systems** | | | | |
| Good technical knowledge of mainstream commercial e-Procurement, Logistics, Finance and associated solutions:  • Genesis Automation Ltd Inventory Management System  • PECOS - eProcurement system; use of system to requisition goods and services on-line  • PECOS Catalogue Content Management System  • Advanced eFinancials Financial Management System  • Blue Yonder Dispatcher Warehouse Management System  • Microsoft Office Suite: Outlook, Word, Excel, PowerPoint  Awareness of relevant and/or bespoke systems appropriate to the wider PCF SBU. | | | | |
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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** | | | | |
| **Physical Effort** | | | | |
| Prolonged use of PC – can be sitting for periods of time, depending on volume of business.  Periods of time working in store room environments checking and counting products on shelves/racking and use of touch-screen hand-held mobile computer. | | | | |
| **Mental Effort** | | | | |
| Duties – following staff governance guidelines and policies.  Mental Agility – interaction with different operational staff / NSS staff and heavy workload, meeting deadlines.  Data Analysis – understanding inventory analysis and root cause, progress of work and measurements / trend.  Competing demands - timescales & deadlines, problem solving quickly & effectively, unexpected interruptions, management duties | | | | |
| **Emotional Effort** | | | | |
| Resolution of queries and variances to determine root cause. | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** | | | | |
| **Working Conditions**  Checking and counting stock within a hospital store room environment.  Sitting at PC for periods of 2-3 hours for keying & analysing information and responding to requests.  **Machinery and Equipment**  Equipment used – PC, Laptop, Printer, Phone, hand-held mobile computer with infra‑red barcode scanner and photocopier. | | | | |
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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | | | |
| **Skills and Knowledge**  The post holder should hold a qualification within materials / inventory control management (HND or equivalent).  Experience of working with people at different levels of skills and experience, including Store Room Personnel, Stores Supervisors, Health Care Support Workers, Nursing/Theatre Staff, Clinicians and Clinical Department Managers.  Candidates should have excellent inventory management awareness, and a full understanding of the mechanics of stock management practices.  Will be able to assist in the development of the Stock Management and Control policies and initiatives within each Health Board department, adhering to processes and techniques through personnel training to provide best practice to those departments.  Practical experience to enable the passing on of knowledge to Health Board department staff and strengthen their awareness of inventory, the requirement for its accuracy and control and to impress the importance of compliance to process, quality of information, product classifications, accurate reporting/monitoring and stock performance indicators.  Should show initiative and excellent personal, enumerative, written and verbal communication skills as well as tact, diplomacy and be expertise in dealing with a wide range of issues and to be able to detail such to other team members and Health Board department staff.  **Working Experience**  The post holder should have 3 years’ experience as an Inventory / Material Control professional and have experience in an environment where a high level of interaction with Health Board departments is required.  **Other Attributes**   1. Strong degree of self-motivation 2. Demonstrated ability to handle queries / issues and difficult situations effectively 3. Decision making ability 4. Flexible, decisive and quick-thinking 5. Attention to detail and meticulous 6. Able to build and work in a team environment 7. Able to work effectively under pressure and to tight deadlines 8. Ability to priorities and balance the needs of operation / organisation 9. Strong hands-on and relationship building skills | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | |
| **A separate job description will need to be signed off by each postholder to whom the job description applies.** | | | | |
| Postholder Signature: |  | Date: |  |  |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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