

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: **Materials Operative**

Responsibility To: Site Supply Chain Manager

Department(s): Purchasing

Directorate: Facilities

Job Reference: 191680

No of Job Holders: 21

Last Update (insert date): Feb 14

2. JOB PURPOSE

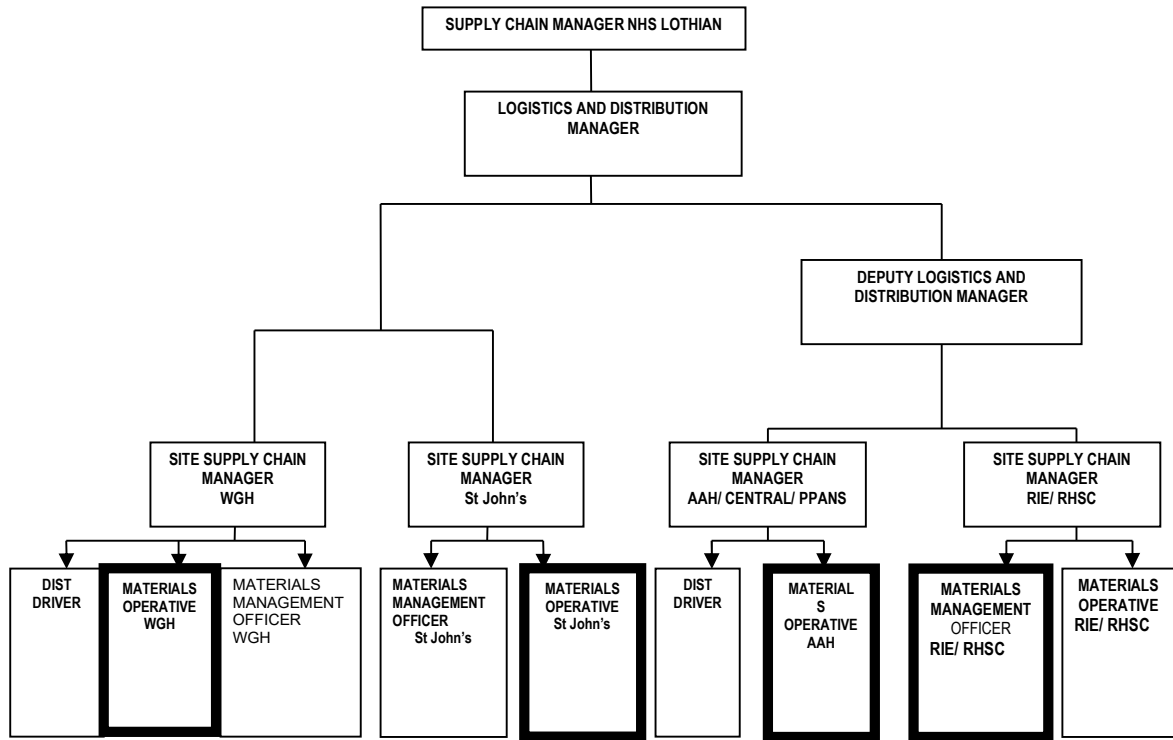
- The Materials Operatives assists the Site Supply Chain Manager in their responsibility for the day to day operation of the service within one of the operational sites serving NHS Lothian
- The post holder carries out correct and safe goods receipt and distribution of goods, checks for quality, data capture of goods received dealing with discrepancy and returns of goods when required in line with best practice and to meet end user requirements.
- The prime aim of the post holder is to ensure that the policies of the the Procurement Department are fully implemented with maximum efficiency of resources, by assisting in the production of stores and delivery related documentation on the Efinancial Purchase Order system, and picking, packing and delivering all stock and non stock items to the ultimate point of use as well as returning goods to suppliers. The delivery of items to end user may require the use of a vehicle and therefore the post holder may be required to drive.

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



Receipt and

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

The Procurement Department is responsible for the day to day receipt, storage and distribution of both stock and non-stock items, ensuring the customers requirements are met efficiently and cost effectively.

The post holder will assist in delivering the service by:-

1. Updating when required any of the NHS Lothian Procurement System (Efin) with stock and non-stock transactional information ensuring that good housekeeping practices are regularly maintained and monitored for compliance.
2. To actively contribute to Reports and Risk Assessments thus assist in ensuring that Health and Safety, Control of Substances Hazardous to Health, and Accident Reporting regulations are complied with at all times.
3. Unloading / loading of goods being received/ despatched from / to Suppliers and the Customer base.
4. Checking of goods thoroughly on receipt ensuring that the quantity is as expected and that there are no visual signs of damage or deterioration confirming that all goods received have acceptable remaining shelf life.
5. Investigating any discrepancies within delivery notes booked in by either the post holder or other members of the Supply Chain. Indicating by marking the delivery note, informing the delivery driver Site Supply Chain Manager of any shortages/concerns with the delivery.
6. Resolving invoice queries and dealing with returning of discrepant deliveries to the supplier in line with NHS Lothian's Procurement policies.

7. Notifying Site Supply Chain Manager if goods cannot be stored adequately in the location advised.
8. Picking and making up orders goods in accordance with the Picking Delivery Note provided ensuring that quantities requested are :
 - Picked in accordance with Units of Issue and reporting any request which appears to be excessive.
 - are in good condition
 - Not passed their expiry date.
 - Picked with due regard to stock rotation methodology (Unless otherwise instructed all stock should be managed on the basis of AVCO.)
 - Ensuring that items e.g. controlled stationery is issued in strict serial number order.
9. Ensuring that all deliveries to customers are undertaken in accordance with delivery schedules and that all packages are clearly marked to indicate the recipient, wherever possible ensuring that the picking delivery note is signed by the user acknowledging safe receipt of the consignment.
10. The Post holder may on occasions be required to deliver, unpack and set up equipment as part of a commissioning / refurbishment project at Ward / departmental.
11. Checking against return note any returns from user departments for accuracy and condition and advising the Site Supply Change Manager of any discrepancy noted.
12. Assisting in stock checking procedures when requested.
13. Operation of Tugs/ Forklifts in line with site requirements for distribution of goods.
14. Deal with Customer complaints courteously and efficiently ensuring a resolution is achieved working in constructively with the customer.
15. Any other duties as deemed appropriate to the grade as and when requested by the Site Supply Chain Manager.
16. To arrange courier uplifts using the on-line system when required.
17. To be responsible for the stores security including being able to operate the alarm system and be a keyholder if required.

7a. EQUIPMENT AND MACHINERY

- Fax Machines
- PC
- Printers
- Photocopying Machines
- Telephones
- Alarm System if required

In addition the post holder will be expected, provided that the appropriate training has been completed, to operate a full range of manual and electric lifting and handling equipment, including Pallet Trucks, forklifts and trolleys.

The Stores Operative may be required to use various vehicles from small commercial vans to 7.5 Ton Heavy Goods

Vehicles with Tail Lifting Equipment.

7b. SYSTEMS

The post holder will primarily be involved in the production and use of computer generated prints to schedule their workload and will require a thorough knowledge of Receipting and Stock Screens within Cedar eFinancials. They also require understanding of windows applications, excel spreadsheets, e-mail and current online e-Procurement system (PECOS)

8. ASSIGNMENT AND REVIEW OF WORK

- Conduct own daily workload through effective use of time management skills with deference to the instructions of the Site Supply Chain Manager
- Reveiws will be held with the Site Supply Chain Manager.

9. DECISIONS AND JUDGEMENTS

1. The post-holder must always be aware that they are part of a team and is therefore required to co-operate with others in the immediate work area to obtain maximum effect and output.
2. Duties are assigned and monitored by Site Supply Chain Managers and will vary according to workload.
3. Accuracy in dealing with orders, stock control, deliveries, goods receipts to demonstrate a competent level of service and to ensure maintenance of the customer base's confidence in the services provided.
4. Ensuring from employee perspective compliance in relation to Health and Safety and Control of Substances Hazardous to Health, and Fire Safety policies thus creating and maintaining a safe working environment.
5. Demonstrate good communication skills with work colleagues and management within the Procurement Service to ensure maximum output.

To participate as a team member to ensure continued provision of high quality, cost effective services that operate within designated timescales to meet a demand led service.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Adapting and being flexible to ever-changing customer demands and requirements.
- Understanding and interpreting customer's needs.
- Maintaining accuracy when entering data to NHS Lothian's Procurement Systems.
- Physical exertion involved in the moving and handling of a large variety of consignments including fragile medical equipment and large bulk loads of furniture.
- The ability to work within tight timescales under pressure.

11. COMMUNICATIONS AND RELATIONSHIPS

In order to ensure efficient execution of the service, the post holder is required to develop and maintain effective communication links and working relationships with the following:-

1. Colleagues, Supervisors and Managers within the Procurement Department/ Supply Chain.
2. Colleagues, Staff and Management within other departments/services of NHS Lothian.
3. External Suppliers via their Sales and/or Customer Services Departments.
4. Office Staff in all Departments and or any other customer who may visit the Department.

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

PHYSICAL EFFORTS/SKILLS:

- Manual Handling in relation to all aspects of Warehouse and Distribution Activity.
- This includes large and awkward loads, heavy loads, fragile items requiring special handling e.g scientific and medical equipment.
- Constant requirement to exert moderate to strong physical effort in manual handling in relation to all aspects of warehousing and distribution activity including loading/unloading of vehicles, manipulation of trolleys, cages, fork lift trucks and stacking pallets.

MENTAL EFFORTS/SKILLS:

- Input of data to PC, checking for accuracy.
- Concentration in most areas of the post e.g in the processing of deliveries, picking of goods, completion of paperwork and log sheets, and reconciling stock.
- In the case of Driving the skills involved in driving large vehicles throughout the NHS lothian and operating fork lift trucks within confined stores areas.
- Working to strict deadlines enforced by customer needs and demands whilst remaining calm at all times.
- Responding to unpredictable work patterns and operational emergencies which may impact on areas delivering direct patient care.
- Regularly dealing with potentially difficult customers with unrealistic expectation on stores/picking delivery services.

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.

ENVIRONMENTAL:

- Frequent exposure to dust, and the requirement to work outdoors when unloading and delivering goods.
- Exposure to dust, dirt, ward smells, heat and continual background noise

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

- Knowledge of computerised Stock Management Systems and Windows based applications.
- The ability to communicate effectively in a demanding customer service environment.
- Good organisational skills.
- High level of literacy, numeracy and practical skills.
- Correct and economical use of materials and equipment
- Stock control procedures/delivery notes & picking notes
- Moving and handling procedures.
- Policies in relation to Financial, Security, Health & Safety, Fire and COSHH.
- The post holder should be both reliable and flexible to meet the demands of the service.
- Educated to SVQ Level 2 or similar and to have knowledge/experience relevant to the post.
- A minimum 3 years with proven track record in the field of Stores and Logistic activity.
- Driving licence.
- Forklift experience and licence.

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: