

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | | | | | |
| Job Title: | | **Customer Service Advisor** | | | |
| Immediate Senior Officer/ Line Manager: | | Customer Service Manager | | | |
| Department: | | Development Services | | | |
| Directorate: | | National Services Directorate | | | |
| Location: | | Larkhall | | | |
| CAJE Reference | | **NSS/LOGG012** | | | |
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| **2. JOB PURPOSE**  Customer Service Advisor is the first point of contact for all the NHS Scotland Health Boards. Providing a vital role in the delivery of a specialised support service allowing Health Boards to focus on health improvement and patient care.  Customer Service Advisors are required to manage a range of National Distribution Service (NDS) related enquires which are currently received via various contact methods from different departments and services within health boards. | | | | | |
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| **3. DIMENSIONS**  National Procurement employs over 600 staff mainly sited at Edinburgh, Glasgow, Larkhall and Mossend.  The Customer Service Team provides a comprehensive and varied National Procurement administrative support service consisting of:   * Administration and document management * Intranet/Internet updates * Internal/External Communications * Inventory Controls * Manage & Tracking of stock movements from NDC to end user * Issue of Financial credits /charges where appropriate * Pre/post transactional issues * Maintaining Service Level Agreements * Processing health board orders and refunds via systems to update customer invoices | | | | | |
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| **4. ORGANISATION CHART** | | | | | |
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| **5. ROLE OF THE DEPARTMENT** | | | | | |
| The 3 Directorates National Service Directorate; National Procurement and NHS Scotland Assure 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 Directorates 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 role of the National Distribution Service Customer Service Team is to ensure that all enquiries are processed in a courteous manner, all of which must be addressed, answered, and actioned within the guaranteed time guidelines which are held within Service Level Agreements. | | | | | |
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| **6. KEY RESULT AREAS**  **Customer / Internal Support**  Provide frontline support for internal colleagues and external health board customers by prioritising and processing all communications received into the department by service now, email, telephone and occasionally fax.  Product Recall Alerts and Customer Alert Notices are issued by the customer service team to all health boards involved as advised by the Quality Department. All product recalls must be uploaded onto Knowledge Hub once issued. All replies from health boards must be reviewed, logged and saved to ensure we have accurate information to upload onto the product recall register. It is the responsibility of the customer service team to raise any credit notes within red prairie if required and also any return of stock if supplier is requesting this.  Process customer Pick Errors on a daily basis for any missing, additional and mixed stock Health Board’s may have received. We do so by raising Financial Credits, Charges and Returns using Red Prairie, Warehouse Management System.  Customer Service department are required at all times to fully support Warehouse, Transport, Materials, Quality, Strategic Sourcing, Catalogue Departments and Staff. Support 3rd Party staff at Off Site location.  Customer Service provides vital assistance to the Warehouse, Transport and 3rd Parties tracking the return of NDS equipment used in all deliveries i.e. cages, pallets and totes to and from the NDS.  This information is captured in Daily Cage Tracker reports, liaising with transport who report on these figures daily. It is imperative to keep in contact with the Health Boards on variances and deficits to ensure they are aware of the pending impact of not returning NDS warehouse equipment.  Train all new staff, ensuring all up to date processes are followed. Ensuring one’s own Skills and Knowledge is Competent and up to date. All Online Mandatory Training must be completed within time guidelines.  Customer Services are responsible for the processing of complaints received from Health Boards and Directorate Staff relating to products, unsatisfactory service, suppliers and 3rd Party (Transport). We ensure all complaints are logged in Service Now within timescale guidelines. Liaising at all times with the relevant complaint handler ensuring the Summary of Investigation is complete before closing.    Making a judgement out with normal daily procedures and processing Health Board emergency, urgent orders for Customer collection at NDS (which at times can also involve 3rd Party Off Site Location) liaising with Warehouse Staff / NDC Reception ensuring all concerned are aware of urgency and Customer needs are met.  Attend 09.00am Daily Operations Status Meeting in absence of Team Manager obtaining information regarding Warehouse pick, Transport update and outstanding customer Complaints. Acting appropriately on anything that is relevant.  **Data/Information Governance**  Ensuring all information received into the Customer Service department is reviewed and does not contain personal/confidential information which may breach the GDPR (General Data Protection Rules). If, GDPR is breached, it is the Customer Service department’s responsibility to ensure incidences are recorded on the NSS Adverse Events Management System and all original documentation deleted and the Customer advised.  **Reports**  Issue weekly NDS Catalogue to all Health Boards.  Issue weekly Catalogue Change reports to all Health Boards. Process and follow up on any enquiries received in response.  Collate weekly Data to provide individual Health Boards with figures and information which relate to Key Performance Indicators (KPI’s).  Monthly reports are emailed direct from the Customer Service department to all Health Boards.  This information is used in the Quarterly Review Meetings held with Health Boards. The information is also uploaded by Customer Service into Knowledge Hub allowing Health Boards access to their own reports and figures online.  Liaise daily with the NDS Supply Chain consisting of Materials Team, Catalogue Team, Commodity Specialists, Warehouse Management and Team Leaders, allowing us to issue an accurate, up to date, daily Product Allocation Shortage Reports to Health Boards. This allows our customers to check availability of products, expected delivery dates, SKU substitutions/discontinued/newly added, supply issues.  Physically adding Order Lines via Red Prairie to the next day’s Delivery Consignments ensuring Health Boards receive stock as soon as it is available. We also raise Shortage Orders (SOs) on Red Prairie ensuring relevant Health Boards reports are updated before issuing.  On request from Health Board’s, Customer Service run Reports on BOXI (Business Objects) e.g. – Despatch Notes / IDA (Health Board’s Internal Delivery Address) | | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK** | | | | | |
| Much of the operational work will be driven by Customer requirements and the post holder will work with a degree of autonomy although it may be necessary to present and discuss solutions with the Customer Service Manager.  Informal 1-1 and formal weekly team meetings chaired by the Customer Service Manager ensuring open and transparent lines of communication at all times.  We ensure objectives are achieved effectively and efficiency to provide a proactive, professional well balanced Customer Service.  Contribute to the development and update of procedures and processes in line with existing guidelines.  Ensuring the highest level of Customer Service at all times.  The post holder participates in the NSS Turas appraisal scheme. Objectives and targets are agreed annually with the Customer Service Manager and monitored throughout the year. | | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** | | | | | |
| Internal **Daily communications within National Procurement**   * Customer Services Team Manager and Customer Service Team members * Warehouse Management, Team Leaders, Administration and Inventory personnel * Materials Department * Digital and Security (DaS). * Catalogue Department * Strategic Sourcing * Reception * Finance * Logistics Operations Manager * Product Specialist  External **Daily communications with the following:**   * Staff within external Health Boards (Health Board Customer Service Teams, Procurement staff, Site Managers, Stores, Wards & Practises) * NSS staff   **3rd Party**  **Daily communications with the following:**   * Transport * Off Site Location | | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | | |
| Working under pressure managing the multiple tasks, demands of the post with clarity and skill to ensure that results are achieved to a high standard within Service Level Agreements, prioritising emergency and any urgent workload with accuracy.  Assisting emotional, frustrated customers whilst maintaining a supportive, calm, professional manner defusing any potential contentious situation.  Maintaining and updating a knowledge and understanding of ongoing work to enable the demands of the post to be met.  Using the technology available to keep improving working practices.  Having the ability to understand and highlight priorities to meet customer deadlines. | | | | | |
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| **10. Systems** | | | | | |
| The post holder is responsible for using manual and computer office information storage and retrieval systems, ensuring that all necessary information/papers are easily accessed to meet demands.   * Microsoft Office packages: Outlook, Excel, Word. * Warehouse Management Systems – Red Prairie * Service Now * Knowledge Hub * BOXI * Transport Management Microliser System * Turas * Adverse Events Management System for logging breach of General Data Protection Rules (GDPR) | | | | | |
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| **11. WORKING ENVIRONMENT AND EFFORT** | | | | | |
| Physical Effort Providing continual support to both Internal and External Customers is our key priority regardless of how the request comes to Customer Service i.e. Service Now, Email or Telephone    VDU usage and use of keyboards all day, every day  Advanced Keyboard skills to meet Customer demand  **Mental Effort**  Workload demands require constant concentration to evaluate and prioritise both Internal and External Customers’ needs to ensure priorities are met.    The post holder is required to meet deadlines on a wide range of issues on behalf of both Internal and External Customers whilst managing their own workload e.g. urgent orders, issuing documentation, queries etc.  The post holder is frequently interrupted by telephone calls and enquiries from both internal and external sources.  **Emotional Effort**  It is imperative the Post Holder remains professional, helpful and calm at all times employing tact and diplomacy in the handling of any health board verbal and written material. | | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** | | | | | |
| The role will involve Hybrid working between home and an office environment, sitting at a desk using a PC all day.  Keying and analysing information and responding to internal and external customer queries using the following equipment:   * PC * Printer * Phone * Scanner * Photocopier   Prolonged VDU exposure for the preparation of reports, general documentation, service now and email correspondence.  Customer Service operates 3 shift rota : 8am-4pm, 9am-5pm and 9.30am-5.30pm | | | | | |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**  The post holder should have the following skills and experience:   * SVQ Level 3 Qualification in Customer Services or Administration * Significant experience working in a customer service environment. * A good standard of education * The post holder should be able to communicate confidently and professionally with both Internal and External staff at all levels. * The post holder should have excellent keyboard skills including Microsoft Word, PowerPoint, Excel and a good working knowledge of spreadsheets and databases. * Excellent organisational and interpersonal skills are essential, as is team working. The post holder will be required to work on their own, often without the presence of the Customer Service Manager and must display maturity and understanding in taking decisions and progressing issues. | | | | | |
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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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| Manager Print: |  | |  | | |
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| Manager Title: |  | |  | | |
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