Candidate **information**

Goods Receipting Team Member

Goods Receipting Team Member

Thank you for your interest in the **Goods Receipting Team Member** role here at 2gether Support Solutions. This is a great time to join us as we continue our journey to be recognised as an employer of choice in East Kent.

We want to recruit people who share our ambition and vision to deliver a high standard of service. We understand that our teams make an important difference to patients, visitors and clinical staff; and having the right people in the right roles is crucial to this.

Our in-house talent team look forward to receiving your application and I wish you the best of luck.

Jacqui Siggers, People Director

Our recruitment process

1
You complete a simple online application form, and upload your cv.

2
If selected, our talent team will be in touch to discuss your experience and the role further in a short phone call.

3
If successful, you will interview on-site with the line manager.

4
If successful, we will make you an offer and help you through compliance.

5
You will complete your induction and become a member of the 2gether team.

About 2gether Support Solutions

We were formed in 2018, by East Kent Hospitals University NHS Foundation Trust (EKHUFT), and provide total facilities management services along with a range of business support including procurement, medical engineering and capital build projects.

2gether Support Solutions employs over 1,300 people and our core customer is East Kent Hospitals, managing five hospitals over 210,000sqm of estate at:

- William Harvey Hospital in Ashford,
- Queen Elizabeth The Queen Mother Hospital in Margate,
- Buckland Hospital in Dover,
- Royal Victoria Hospital in Folkestone; and
- Kent and Canterbury Hospital in Canterbury.

Now is a really exciting time to join 2gether, as the company continues to play a key role in supporting local communities, staff and clinical care. Find out more about what we do by visiting www.2getherSupportSolutions.org
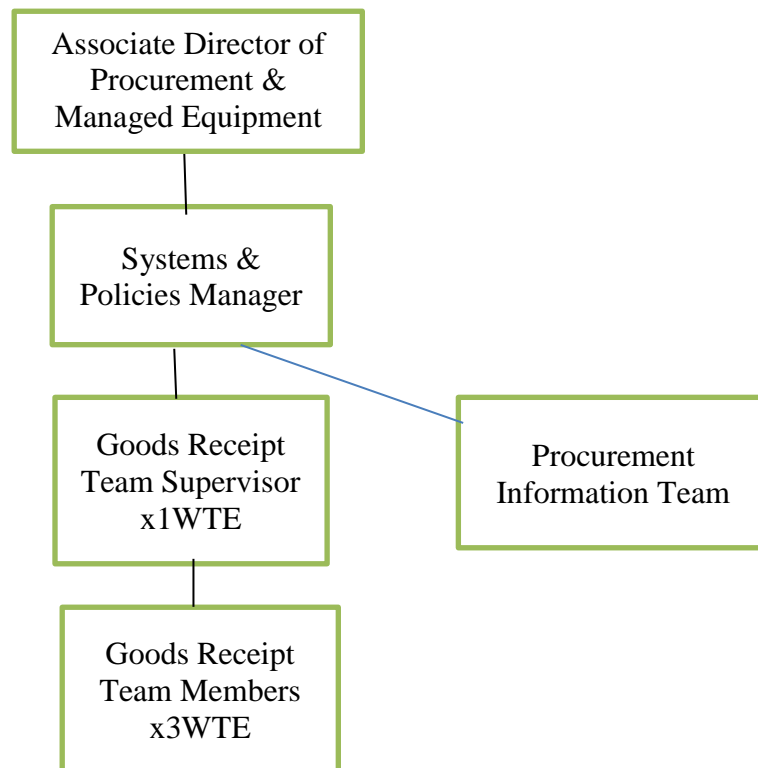
What we are all about

| What we do: We pull together as one team to make a difference | Why we do it: To deliver great support to patients and staff | How we do it: We find solutions, care about what we do and you can trust us | How we want to be: Proud of our work and know what we're here to do |

How to apply

Via our website: https://2gethersupportsolutions.org/careers/

By email: 2gether.recruitment@nhs.net

Organisation chart

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┌─────────────────────────┐
│  Associate Director of   │
│     Procurement &        │
│   Managed Equipment      │
└───────────┬─────────────┘
            │
┌───────────┴─────────────┐
│      Systems &          │
│   Policies Manager      │
└───────┬─────────┬───────┘
        │          \
┌───────┴────────┐  \  ┌──────────────────┐
│ Goods Receipt  │   \ │   Procurement    │
│ Team Supervisor│    \│ Information Team  │
│     x1WTE      │     └──────────────────┘
└───────┬────────┘
        │
┌───────┴────────┐
│ Goods Receipt  │
│  Team Members  │
│     x3WTE      │
└────────────────┘
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Job Description

Role title: Goods Receipting Team Member	Role reference:	
Summary of the role:		**Reports to:** Systems & Policies Manager
The Goods Receipting (GRN) team are responsible for receipting all Goods and Services that are ordered and received on behalf of 2gether Support Solutions Ltd, and its East Kent Hospitals University NHS Foundation Trust (EKHUFT) customer, (collectively known as the 'Group') on the Unit 4 Business World Purchase to Pay IT system. Monthly the GRN Team complete on average 4065 GRNs equating to £17,223,874.02, This is 75% all GRNs completed by the organisation by count and 74% by value. The GRN Team is also responsible for investigating and resolving all GRN related Purchase Order and Invoice queries from end users, finance and procurement colleagues as well as suppliers. This service supports the delivery of a professional, efficient, responsive, integrated and customer focused procurement service to 2gether Support Solutions Ltd and the customer, EKHUFT. The post holder will be required to be skilled in information systems. The post holder will assist in answering queries from system users as well as queries from suppliers and will require excellent customer services skills. The post holder will develop, document and implement processes, procedures and materials to educate Procurement Services, 2gether Employees and the EKHFUT Client in all aspects of Goods Receipting on the Unit 4 Business World System. They will help to ensure compliance with The Procurement Policy and SFI/SO's in the delivery of an efficient and effective procurement service. The post holder will also work closely with other colleagues within the Procurement Services Department as well as in the wider organisation helping to ensure best practice, value for money, risk minimisation and crucially identify opportunities to secure the organisation's financial position and health economy position.		**Base / location: WHH**

Key responsibilities	Working relationships & contacts
- Goods Receipting all Goods and Services that are ordered and received on behalf of 2gether Support Solutions Ltd and its East Kent Hospitals University NHS Foundation Trust customer on the Unit 4 Business World Purchase to Pay system - Goods receipting all parcel delivery notes received through the Procurement Portal - Actioning all GRN requests from end users received via the support email account - Attaching delivery notes and authorisation to GRN to the purchase orders on the Business World System to support audit requirements - Investigating and resolving the all Purchase order/ invoice GRN issues, liaising with other Procurement colleagues, Payables and supplies to ensure a prompt and efficient service - Act as first point of contact for all procurement system goods receipting queries. Delivering excellent customer service - Assist in the development of the e-Procurement strategy - To provide support to employees as it relates to Goods receipting on the Business World System - Requesting Proof of delivery (PODs) from suppliers - Requesting authorisation to GRN from end users - Careful checking of invoices and delivery notes against purchase orders to ensure full matching before GRN'ing - Escalate all issues to the GRN team Supervisor where needed - Investigate all unmatched invoice issues/ queries - Participate in training, staff appraisals and development - Support the delivery of the Procurement Work Plan - To deal promptly with complaints and concerns from key stakeholders and suppliers - Help to ensure compliance with The Procurement Policy and SFI/SO's in the delivery of an efficient and effective procurement service. - Deliver excellent customer service	Works Closely with: Procurement Information team Wider Procurement Services Team Accounts Payable team Suppliers
	Performance measures and key performance indicators (KPIs) (If required)
	Performance monitored through monthly GRN reporting figures Performance monitored through monthly unmatched invoice figures Email support accounts cleared each day

Person Specification

Person Specification		
(E) – Essential, (D) – Desirable		
Knowledge and Skills:	**Experience:**	**Qualifications and Professional Memberships:**
- Experience of all Microsoft packages with a good working knowledge of Excel (E) - Experience of Unit 4 Business World or other procurement/ purchasing/ Finance systems (D) - Good organisational skills (E) - Pleasant and professional telephone manner (E) - Verbal, written, literacy and numeric skills (E) - Ability to prioritise workload to enable deadlines to be met (E) - Good computer and keyboard skills (E) - Accuracy and attention to detail (E) - Excellent communication skills (E) - Able to work as part of a team (E) - Good customer service skills (E) - Ability to work independently with minimum supervision (E)	- Previous experience within a 'customer care' role (E) - Experience of working in a busy environment (E) - Previous experience within Procurement, Finance or Payables -D - Previous Experience of using IT systems preferably related to procurement or finance (D)	- Educated to GCSE level (Maths and English essential) or equivalent or substantial experience in a similar role (E) - Customer Service Certificate (D) - ECDL or other IT qualification (D) - Microsoft Excel qualification (D)

• Ability to communicate clearly, both written and verbally. The ability to converse at ease with customers and provide advice (E)		

Essential Health and Safety information

Does the post involve…		Y	N
Confined spaces?	A "confined space" means any enclosed place, such as may need to be accessed by estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a company vehicle, passenger carrying vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work.		X
Exposure to substances hazardous to health?	This is where risk assessments have identified known health hazards (chemical, biological or radiological). For example, designated latex glove user.		X
Hand arm vibration exposure?	This includes hand held tools such as drills, saws, gardening tools, domestic cleaning tools and other power equipment.		X
Hand washing?	This means washing hands 20 plus times per working day.		X
Lone working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
Manual handling?	This means all job roles where there are specific manual handling / patient handling requirements.		X
Night working?	This means regular work at least 3 hours during the agreed 'night period' (usually includes 11pm to 6am).		X
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is 'at height' if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X