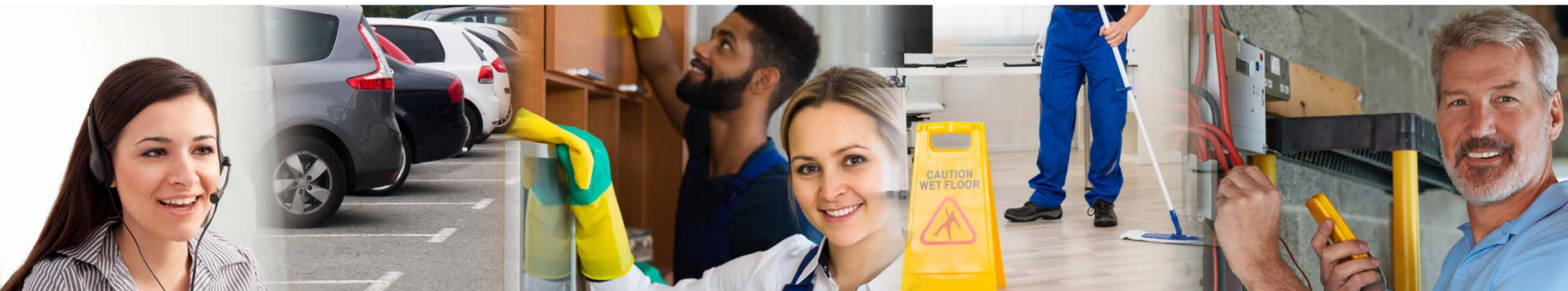




Candidate information

Supply Chain Assistant



Job Description

| Post Title: Supply Chain Assistant | Post Reference: | |
|--|-----------------|---|
| <p>Summary of the Role:</p> <p>Supply Chain Assistants are responsible for providing a managed ordering and delivery/put away service to their customers. It is expected that they will manage a range of wards and departments and Theatres, providing a full complement of consumable and reusable products on behalf of 2gether Support Solutions Ltd to its East Kent Hospitals University NHS Foundation Trust customer, through effective supply chain management and a mixture of physical activity and administrative role.</p> <p>This consists of working to a strict schedule for the re-order of products, using multiple ordering systems, and distribution and re-stocking of deliveries via Roll cages and trollies, in-line with manual handling policies.</p> <p>Supply Chain Assistants work closely with 2gether staff and customer staff to ensure that the products provided meet their technical requirements and are provided to agreed authorisation levels. Supply Chain Assistants are the initial contact to deal with queries, requests and complaints from customers, and provide support and assistance on matters related to the wider Procurement Service where needed.</p> <p>This job role will include working in our Receipt and Distributions areas and the potential of working at other sites when needed.</p> | | <p>Reports to: Supervisor and Team Leader (Site Dependent)</p> <p>Base / Location: William Harvey Hospital, Ashford.</p> <p>With occasional working at: Kent and Canterbury Hospital, Canterbury Queen Elizabeth the Queen Mother Hospital, Margate Buckland Hospital, Dover Royal Victoria Hospital, Folkestone.</p> |

| Key Responsibilities | Working Relationships & Contacts |
|---|---|
| <ul style="list-style-type: none"> • To be responsible for the efficient management and control of an agreed range of consumables, undertaking the timely ordering and receipting of all supplies to a large variety of hospital environments, and, on occasion, to other sites. The Supply Chain Assistant must ensure that the ward/department does not run out of product but also ensure that it is not over stocked. • Undertake data input in respect of the Electronic Demand Capture (EDC) stock requisitioning system. • Regular monitoring of agreed schedules, stock levels and product usage, identifying and reporting to the Supply Chain Supervisor/ Team Leader and Customer, issues and opportunities for further investigation and potential cost saving. • To communicate effectively with colleagues, customers and suppliers in expediting product and obtaining and providing information and costings in support of product reviews and projects. • To assist the Supply Chain Supervisor/Team Leader in facilitating the evaluation and trialing of new/alternative products and services in conjunction with Customers and in accordance with agreed Trust policies and user/specialty groups (eg The Procurement Assurance Group). • To ensure the maintenance of comprehensive records of all changes and amendments made to consumables and ensure appropriate authorisation reports are regularly produced and approved. • To assist in the effective maintenance and availability of a local product catalogue. • To assist when required in the efficient and timely entry of Goods Received Note (GRN) documentation to the Purchasing and Finance IT System. To analyse the System to identify correct delivery locations and using initiative to problem solve receipt and delivery issues, investigating and liaising with customers, suppliers, and finance departments in prompt resolution of order/delivery/receipt queries. | <p>Internal</p> <ul style="list-style-type: none"> • Continual verbal and written communications with 2gether colleagues within Procurement Services and the wider organisation. <p>External</p> <ul style="list-style-type: none"> • Continual verbal and written communication with customers, both clinical and administrative of all grades and disciplines, across the hospital site, and other hospitals within the Trust. • Verbal and written contact with suppliers (Representatives, Customer Services and Delivery Drivers) • Verbal and written contact with NHS Supply Chain • Contact with other health care providers |

- Acting on own initiative to deal positively and respond promptly and efficiently to customer service queries and complaints from the ward and departmental staff and managers, particularly if they relate to the Supply Chain Service and product availability and supply chain issues in general.
- When required to provide cover for other receipt and distribution/ materials sites across the Trust.
- To undertake regular stock takes in accordance with 2gether and Customer policies.
- To comply with all appropriate Mandatory Training, including, but not limited to, Health and Safety, COSHH and Manual Handling regulations for receipt, storage, distribution and put away of goods.
- The post-holder will ensure compliance with the risk management policies and procedures. These describe 2gether's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress that all staff have a responsibility to comply with Health and Safety procedures to minimise risk.
- This role requires the ability to physically handle mechanical equipment to move product around the hospital, covering a significant amount of ground each day.

| Person Specification: (Assume Essential unless specified with (D)) | | |
|---|---|---|
| Knowledge & Skills: <ul style="list-style-type: none"> • Good IT skills and system knowledge • Good verbal and written communication • Administration and office skills • Customer relationship skills • Team working • Problem solving skills • Clinical product knowledge (D) | Experience <ul style="list-style-type: none"> • Demonstrable experience of using IT systems • Experience of working within a team, completing tasks using own initiative, or through collaborative working (D) • Experience of electronic ordering systems and supply chain or stock management (D) • Using equipment or mechanical aids in line with manual handling policies (D) • Experience of working in a health care setting (D) | Qualifications <ul style="list-style-type: none"> • Educated to GCSE level (Maths and English essential) or equivalent or substantial experience in a similar role • Customer Service Certificate (D) • Supply Chain or Logistics Qualification (D) |

| Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment) | Performance measures and KPIs |
|--|--|
| Delivery of the correct goods to customers in a timely manner. Use of NHS Supply Chain and Agresso. Resolving invoice queries for suppliers with Finance. Good level of customer satisfaction. Availability of stocked products | Client Feedback System Records Visual Inspection |

Job Role: 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. | | N |
| Driving? | This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work | | N |
| Exposure to Substances Hazardous to Health? | This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use. | | N |
| Hand Arm Vibration Exposure? | This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery. | | N |
| Hand Washing? | This means washing hands 20 plus times per working day. | | N |
| 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). | | N |
| Manual Handling? | This means all job roles where there are specific manual handling / patient handling requirements. | Y | |
| Night working? | This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am). | | N |
| 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. | | N |
| 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. | | N |