



Candidate information

Receipt and Distribution Operative



Job Description

Post Title: Receipt & Distribution Operative	Post Reference:	
<p>Summary of the Role:</p> <p>To receive, check, receipt and distribute goods and equipment to support a well-managed, timely, stock management service.</p> <p>To assist with the reordering and put away of ward and departmental stocks, ensuring the processing of requisitions using Electronic Demand Capture systems for orders in accordance with user requirements, following the agreed procedures.</p> <p>To provide assistance, guidance and support to all customer clinical and support staff, and deal promptly with customer queries and complaints related to the service and products supplied, ensuring effective supply chain management at all times</p>	<p>Reports to: Materials Management Supervisor or 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>	
<p>Key Responsibilities</p> <ul style="list-style-type: none"> ▪ The efficient and timely receipt, checking and distribution of goods, complying with procurement procedures related to the role. ▪ The use of manual handling equipment to move heavy loads (ie Roll Cages and Pallet Trucks) ▪ Prioritising and delivering temperature controlled items, and urgent items within agreed time frames and managing own workload. ▪ To provide general office support as necessary, and where agreed, undertake data input in respect of the Electronic Demand Capture (EDC) stock requisitioning system. 	<p>Working Relationships & Contacts</p> <p>Internal:</p> <ul style="list-style-type: none"> • Continual verbal and written communication with customers, • Regular Team meetings <p>External</p>	

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| <ul style="list-style-type: none">▪ Process and file all relevant paperwork accurately and efficiently, ensuring compliance with all relevant suppliers procedures.▪ To assist in processing all returns of goods and equipment in accordance with agreed procedures.▪ To use the Purchasing and Finance IT System (the System) for online order, distribution and enquires.▪ The accurate and timely entry of Goods Received Note (GRN) documentation to the Purchasing and Finance IT System. To use the System to identify correct delivery locations to problem solve receipt and delivery issues.▪ To ensure compliance 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.▪ Where required, to provide an efficient collection of used instruments from clinical areas in accordance with used instruments collection procedures and agreed schedules for collection.▪ To assist in the provision of an efficient and timely topping up of items to agreed clinical areas in accordance with top up levels and materials management procedures.▪ When required to provide cover for other Receipt & Distribution and Materials sites and to assist, when required, in stocktaking arrangements.▪ | <ul style="list-style-type: none">• Regular verbal communication with suppliers (Delivery Drivers and Customer Service Teams) to the Trust. |
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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 • Good organisational & time management skill • Customer Relationship Skills • Team Working • Problem solving skills and using initiative 	Experience <ul style="list-style-type: none"> • Work on own initiative • Previous store keeping, Supply Chain or Materials Management experience. (D) • Supply chain or logistics experience in a hospital setting (D) • Data Input and Analysis (D) 	Qualifications <ul style="list-style-type: none"> • Good basic standard of Education – Maths & English to GCSE Level (or equivalent) • Customer Services 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. Management of the R&D space to ensure effective movement of goods through the system. Troubleshooting missing items and erroneous deliveries		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