

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Apprentice Materials Management Assistant |
| **Reports to** | Materials Management Operations Manager |
| **Band** | 2 |
| **Department/Directorate** | Facilities |

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| **JOB PURPOSE** |
| **Job Purpose:**  The Materials Management Assistant will be a working in a team of 6 who all share overall responsibility for the replenishment of consumable goods within the Trust, and for the timely receipt and onward distribution of other goods delivered to the hospital.  You will order, receive and put away stock to a pre-agreed catalogue and to an agreed schedule, working to a min/max level for stock holding; and work with procurement to ensure a comprehensive catalogue of items is in place to support patient care.  You will be part of the facilities team, supporting colleagues and users within the Trust to ensure we provide an effective and efficient service, and ensure that all queries or requests are answered accurately and professionally, in a timely manner, providing advice and guidance where relevant and assist users with the standard order processes and carry out the following tasks:   * To provide a professional and effective materials management and goods in service to meet the needs of the Trust * To prioritise ones, work to ensure the needs of the service. * To ensure the service is responsive to the demands placed upon it. Working closely with the wider Procurement team and budget holders to maintain all operational requirements. * To contribute to the on-going development and delivery of the material’s management service. * Contribute to the delivery of a quality service to all patients, staff and visitors in accordance with the Trust’s purpose and values. * To work on own initiative and manage their own, and the team’s workload, prioritise that workload in agreement with the operations manager, ensuring that all commitments and deadlines are met. * To maintain records and provision of statistical information as required. * To assist the team as necessary in maintaining the electronic order processing system product catalogues, * To assist as required, especially in improvements to the materials management department service, and identify cost saving opportunities. * To answer emails promptly and courteously and taking appropriate action * To answer telephones promptly and courteously, actioning and taking messages where appropriate. * To work on receipt point, receipting and receiving goods as required * To ensure allocated wards/departments have adequate Personal Protective Equipment. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will be required to adhere to the facilities department policies and procedures, to include standard operating procedures for the Resus and Integra ordering system; in line with the overarching compliance with Trust Standing Financial Instructions and all Trust policies  The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.   * To demonstrate good communication skills, providing and receiving routine information to Materials Distribution staff, suppliers and wider Trust staff, both verbally and written, being able to use tact and persuasion when required. Providing advice, instruction or training on materials management and goods in duties, where the subject matter is straightforward. * To provide training in own area of work, demonstrating and providing advice to new and less experienced members of staff on the Goods in and Materials Management systems and procedures. * The ability to develop close working relationships within the team and Trust wide departments. * To manage email communication in a timely manner and in line with the trust Email Best Practice guidance. * To carry out any duties as directed by the materials management Operations Manager, * To participate in team and department meetings as required. * To treat all service users, and colleagues, in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups in line with the Trust values. * To ensure all training is up to date |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively and professionally with staff of all levels throughout the Trust, the wider Healthcare community, external organisations. This will include verbal, written and electronic communications  The main contacts will be with:   * Head of Facilities * Materials Management Operations Manager * Senior Directorate Buyers & Buyers * Administration staff * Materials Management and Goods In team * Ward Managers / Budget Holders * Nursing staff * Infection Control Staff * NHSSC * External suppliers & couriers |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the operations manager. Work is managed rather than supervised although there will always guidance in line with the department policies - however the post holder will organise their own workload on a day to day basis. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.   * To demonstrate good communication skills, providing and receiving routine information to Materials Distribution staff, suppliers and wider Trust staff, both verbally and written, being able to use tact and persuasion when required. Providing advice, instruction or training on materials management and goods in duties, where the subject matter is straightforward. * To provide training in own area of work, demonstrating and providing advice to new and less experienced members of staff on the Goods in and Materials Management systems and procedures. * The ability to develop close working relationships within the team and Trust wide departments.   To manage email communication in a timely manner and in line with the trust Email Best Practice |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Make judgements on facts or situations, communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.   * Demonstrate an ability to respond to challenging situations to produce a range of effective solutions to problems and confidence in decision making. * Have the ability to work calmly under pressure, cope with unpredictability and adapt to changing circumstances. * To be conversant with investigating problems e.g. stock issues to include supply and storage and most efficient process to be followed. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks. Support the Procurement team with any information requests that are required. Organise and maintain administrative records as necessary.   * To assist the materials management operations Manager in the planning and organisation of straightforward tasks, ensuring that the materials management and goods in service operate in an efficient manner to ensure achievement of productivity, accuracy and timeliness objectives. * Ensure you complete your duties in accordance with Trust policies and procedures and where improvements are necessary complete the appropriate documentation. * To have a proactive approach to maintaining clear corridors and internal areas within Trust Buildings. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. |
| **POLICY/SERVICE DEVELOPMENT** |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Ensure compliance with Trust Standing Orders and Standing Financial Instructions; ensure accuracy of information within the Integra database to support the wider organisation.   * Responsible for maintaining the security of all stock and deliveries held in the department. * Responsible for the safe use of equipment, such as the pallet trucks, flatbed trolleys and PDA’s |
| **HUMAN RESOURCES** |
| * Provide on the job training for colleagues where necessary, taking an active part in the review of own work. |
| **INFORMATION RESOURCES** |
| * Daily use of IT programmes relevant to the department and keyboard skills, to be able to deal with general routine enquiries from wards and departments, guided by policy and SOP. * To run reports on ward stock controls, for annual procurement report. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements for information requests. |
| **PHYSICAL SKILLS** |
| Physical effort/lift boxes and filing with manual handling skills to include lifting, carrying, pushing, pulling and manoeuvring of loads, using flatbed trolley’s and pallet trucks. |
| **PHYSICAL EFFORT** |
| Physical effort/lift boxes and filing with manual handling skills to include lifting, carrying, pushing, pulling and manoeuvring of loads, using flatbed trolley’s and pallet trucks.  Requirement to sit at display screen equipment for some of the working day. |
| **MENTAL EFFORT** |
| Concentration required for checking data entry on computer. Concentration is required to ensure accurate inputting of information onto the relevant database/s. |
| **EMOTIONAL EFFORT** |
| Exposure to emotional and/or distressing circumstances is low, but you will be working on wards and clinical areas, there is frequent interruption within the department. |
| **WORKING CONDITIONS** |
| This is a physical role and which includes all elements of manual handling as well as a great deal of walking, there is use of display screen equipment and telephone for a proportion of the working day. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Complete a level 2 apprenticeship  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Apprentice Materials Management Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Good Standard of education * Willingness to complete the level 2 apprenticeship | Y  Y |  |
| **KNOWLEDGE/SKILLS**   * Knowledge of Materials Management (Top up) process * Knowledge of Hospital Support Service functions * Good written and verbal communication skills * Good organisation skills * Ability to multi-task * Basic user of Microsoft Word and Excel * Problem solving abilities | Y  Y  Y  Y  Y | Y  Y |
| **EXPERIENCE**   * Previous experience in an NHS Organisation |  | Y |
| **PERSONAL ATTRIBUTES**   * Ability to work on own initiative * Fitness to undertake the duties of the post * Courteous and professional attitude * Ability to follow instructions * Ability to prioritise workloads * Ability to work in a busy environment * Reliability and Flexibility, able to contribute to changing demands of the service. * Willing to undertake training relevant to the post. | Y  Y  Y  Y  Y  Y  Y  Y  Y |  |
| **OTHER REQUIREMENTS**  Full clean driving licence  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | Y | Y |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitizers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  |  |  | X |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | X |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |