

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Non-Patient Transport Supervisor |
| **Reports to**  | Non-Patient transport Operations Manager |
| **Band**  | AFC Band 3 |
| **Department/Directorate**  | Estates and Facilities |

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| **JOB PURPOSE**  |
| To work as part of a team to oversee the daily operations of the transport team/department, ensuring that all transportation activities are conducted efficiently, safely, and in compliance with organisational policies and Guidelines, as well as UK Road Transport Legislation, UK Operating Licencing Regulations and current Health and Safety Law.To form part of an on-call team working one week in four to provide the Trust and other stakeholders with an out of hours service should it be required |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Plan and coordinate transport schedules, routes, and staff rosters.
* Supervise the maintenance and safety checks of vehicles.
* Ensure timely and accurate delivery of goods or services to clients.
* Maintain compliance with legal and organisational health and safety standards.
* Ensure all paperwork is complete and filed accordingly
* Plan and implement the rosters to ensure that the HGV drivers are working to EU regulations
* Supervision of the Non-HGV courier drivers and the HGV drivers
* Ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs)
* Ensure by the gathering and presentation of information as requested by the transport operations manager that the department is compliant with relevant statutory instruments such as UK Road Transport Legislation, UK Operating Licencing Regulation, Current Health and Safety Law
* Ensure that departmental risk assessments are carried out and updated accordingly with a given timeframe
* Promote a culture of continuous improvement and share to improve efficiencies to reduce costs
* Ensure that all staff essential training is up to date at all times, provide in house training where necessary
* Ensure that all staff’s additional training relevant to the job role is up to date
* Ensure that any accidents/incidents are entered correctly and timely on to the Trust system
* Assist in the continuous audit of all vehicles and systems within the department to ensure the roadworthiness and compliance is maintained at all times
* Download the Heavy Goods Vehicle head units and the drivers Tachograph cards in line with EU Regulations
* Input and extraction of data from the Trusts chosen fleet management system
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| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust.No. of Staff reporting to this role: 25 (plus bank staff) Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Linen Services Staff
 | * Community Hospitals
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| * Pharmacy Department
* Pathology Laboratories
* Post Room Staff
* Department Managers
 | * Doctors Surgeries
* SLA and Contract Leads
* Suppliers
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Operates under the guidance of the Operations Manager but is expected to exercise discretion in day-to-day transport operations.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Excellent communication skills to coordinate between departments and external partners, mobile phones are provided to give and receive information in a timely manner.
* Provides advice, training & guidance to Courier/ HGV staff on routine matters, such as updates to rounds, priorities in terms of order of drops, of which are generally straightforward.
* Provide excellent customer care, some situations may be challenging and require an immediate change of practise, postholder will need to be calm and adaptable
* Disseminate any change of practices to the team when required in a timely manner
* To communicate effectively with demanding staff, healthcare professionals and colleagues, in stressful situations, on a daily basis
* Participate in meetings as required
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Use judgement skills to overcomes unforeseen circumstances, such as road closures when transporting lab specimens that are required to be received within a certain time frame, inclement weather conditions, vehicle breakdowns, staff shortages, etc.
* Ability to analyse data and make decisions to optimise transport efficiency
* Ability to perform basic maintenance/ fault finding tasks on vehicles to determine vehicles standard roadworthiness.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Proficient in planning and managing multiple transport schedules and resources
* The postholder may be required to complete scheduled runs in times of Courier/ HGV driver sickness and annual leave
* Update when required to the back-office software to include ESR, Health Roster, personal files and fleet management software
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| **PATIENT/CLIENT CARE**  |
| * Contact with patients is incidental.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * The post holder may be required to comment on departmental policies and procedures.
* Work in line with all Trust policies including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
* To understand, and adhere to the departmental safe working practices and Standard Operating Procedures. Contribute to a safe working environment.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Responsible for the safe use of equipment (Trust vehicles)
* Responsible for ordering departmental stock, to include staff uniform.
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| **HUMAN RESOURCES**  |
| * Responsible for the day to day supervision of staff, this includes; approving of annual leave, monitoring sickness, recruitment of new staff and inductions/ departmental training of new staff.
* Comply with all HR policies, particularly in relation to essential training and to complete training in a timely manner.
* Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues.
* Discuss working processes with colleagues on a daily basis and provide advice and assistance if requested, to assist in the delivery of the service.
* The post holder will be required to support new starters in carrying out their role.
* Provide cover in periods of absence as directed by the transport manager/operations manager, this may involve moving to other areas
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| **INFORMATION RESOURCES**  |
| * Use the IT based Fleet management and vehicle tracking systems to monitor timings and schedules, as and when required by the Operations Manager
* Accurately input data on the fleet insurance database
* Use the IT software to generate KPIs, to identify any shortfalls/areas for improvement
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| **RESEARCH AND DEVELOPMENT**  |
| * Occasionally undertakes surveys or audits, as necessary for own work area
* May be asked to test new equipment for the department
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| **PHYSICAL SKILLS** |
| * Ability to operate electric vehicles, cages/bins, forklift truck, and van using standard driving skills that will be obtained through on the job training and practical training courses
* Standard keyboard skills
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| **PHYSICAL EFFORT** |
| * A frequent requirement to lift and carry weights of up to 10kgs
* An occasional requirement to move more than 10kgs when pushing linen cages
* Carry out frequent vehicle driving duties daily, where appropriate licence is held, as per a schedule, to include: short multi-drop deliveries and collections from local customer sites within
* A requirement for unloading and loading of delivery vehicles, involving the movement of loaded and empty roll cages and containers off of and onto HGV and non-HGV cargo containers, using tail lifts
* The post holder will occasionally be required to cover planned schedules. This will involve exiting and entering a vehicle and periods on their feet for the whole of their shift with a frequent requirement for repetitive actions, lifting, walking, pushing, pulling, bending and stretching
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| **MENTAL EFFORT** |
| * Work load can be unpredictable and requires a continuous good level of concentration on a daily basis and the ability to multi task
* Continuous requirement for a good level of concentration at all times throughout the day to ensure safe and compliant standards of driving
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| **EMOTIONAL EFFORT** |
| Occasional requirement to deal with emotional or distressing circumstances when dealing with staffing issues.  |
| **WORKING CONDITIONS** |
| * Frequent requirement to use road transportation, and VDU use.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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 (DSE) if appropriate to role.
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| **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. At the Royal Devon, we are committed to reducing our carbon emissions and minimizing the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Transport Supervisor |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Relevant Transport NVQ Level 3 qualification, or equivalent proven experienceHGV Licence (cat C1 minimum requirement)HGV Driver CPC (In date)Tachograph card (In date)ADR card (class 6.1 & 6.2 In date)  | EEE | DD |
| **KNOWLEDGE/SKILLS**Ability to enthuse, motive and involve individuals and understand performance expectationsAbility to engage and influence staff within their area of responsibilityAbility to effectively supervise staff on a day to day basisAnalytical skills and ability to problem solveAbility to prioritise work and manage deadlines to respond to changing demands Proven excellent organisational skillsKnowledge of relevant road Transport LegislationProven previous courier driver experience Ability to follow timed delivery/collection schedulesAbility to carry out daily/weekly vehicle checksAbility to use own initiativeAbility to follow instructionGood verbal communication skillsGood written communication skills Good numeric skills Ability to work under pressureAwareness of the need for confidentialityGood organisational skills Knowledge of appropriate health and safety issuesGood basic motor vehicle maintenance | EEEEEEEEEEEEEEEEEEEE |  |
| **EXPERIENCE** Experience of working within the road transport industryExperience of working with CustomersExperience of day to day supervision of staff Experience of working in an acute hospital environmentExperience of managing sickness absenceExperience in management of vehicles | EEEE | DD |
| **PERSONAL ATTRIBUTES** Excellent interpersonal and communications skillsAbility to prioritise work and manage deadlinesAbility to work on own initiative and as part of a teamReliability and flexibility  | EEEE |  |
| **OTHER REQUIREMENTS** Flexible to changes in workloadCommitted to ongoing professional development | EE |  |

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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 | Y |  |  |  | Y |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  | Y |
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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) | Y |  | Y |  |  |
| Respiratory sensitisers (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 |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  |  |  | Y |
| Driving | Y |  |  |  | Y |
| Food handling | Y |  | Y |  |  |
| Night working | Y |  | Y |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  | Y |
| Mental Effort  | Y |  |  |  | Y |
| Emotional Effort  | Y |  |  |  | Y |
| Working in isolation | Y |  |  |  | Y |
| Challenging behaviour | Y | Y |  |  |  |