

JOB DESCRIPTION

JOB DETAILS	
Job Title	Stores Administrator
Reports to	Stores Team Lead
Band	Band 3
Department/Directorate	Exeter Mobility Centre Wheelchair Service / Acute Therapies Cluster

JOB PURPOSE
<p>To contribute to the smooth running of the warehouse and assist in stock control management, upholding Trust values at all times.</p> <p>To process goods in and out and maintain accurate stock records.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Loading and unloading of goods from vehicle; stacking goods in correct storage bays; stacking of empty pallets.</p> <p>Take receipt of new wheelchairs and equipment.</p> <p>Pick and make ready spare parts from the stores to support the repair, modification and reconditioning departments.</p> <p>Inspect equipment against prescription forms and checking that all items required on an order are present and correct before shipping.</p> <p>Raise purchase orders within IT system and send to suppliers.</p> <p>Process stock using in house IT system.</p> <p>Ensure processing of invoices is completed in a timely manner</p> <p>Ensure warranty returns / damages are captured and replacement parts are issued</p> <p>Ensure unused parts are checked and returned to stock in a timely manner so they can be reused/issued</p> <p>To ensure the stores area is kept clean, tidy and accessible at all times. Daily sweep downs and waste management to be completed daily.</p> <p>Complete reconditioning of wheelchair cushions when required</p> <p>To readily participate in any other projects or tasks as necessary readily suggesting improvements if and when identified.</p>

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: as described above</p> <p>No. of Staff reporting to this role: 0</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust.</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public, this will include verbal, written and electronic media.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Associate Clinical Services Manager • Wheelchair Repair Service Manager • Therapy and Rehabilitation Leads • Rehabilitation Engineers and Technicians • Wheelchair Therapists • Mobile Engineers • Admin Line Manager • Admin Team Leads • Admin Teams • Stores Team Lead • Engineering Support Lead • Workshop Lead • Workshop Engineers 	<ul style="list-style-type: none"> • Patients • Carers • Referrers (e.g. Physiotherapists and Occupational Therapists) • Schools • Suppliers

ORGANISATIONAL CHART



FREEDOM TO ACT

- Carry out routine duties referring to SOPs as required with supervision available.

COMMUNICATION/RELATIONSHIP SKILLS

- Point of contact with wheelchair clinical team and admin team for any queries.
- Required to deal with rare but sometimes challenging behaviour / situations. For example, involvement with service user complaints if linked to delays in parts
- Communicates with suppliers regarding wheelchair stock and uses assertive and persuasive skills if delays are encountered outside of lead times
- Escalates concerns to senior staff according to priority / urgency
- Communicates with clients, staff, external organisations and colleagues in a courteous, professional and timely manner at all times
- Provide and receive routine information to inform work colleagues in relation to stock
- To manage email communication in a timely way and in line with Trust e-mail good practice guidance
- Exchange routine information with colleagues and external contacts such as suppliers
- To participate in team meetings as required

ANALYTICAL/JUDGEMENTAL SKILLS

- Ability to problem solve in relation to stock issues such as finding missing stock and tracking through audit trails to identify errors

PLANNING/ORGANISATIONAL SKILLS

- Manages own workload and works with the team to ensure equipment is ready for work to be completed as planned, in line with KPIs
- Use IT system to monitor stock levels recognising when more stock needs to be purchased

PATIENT/CLIENT CARE

- Indirect patient contact and contribution to patient care through support of the warehouse functions

POLICY/SERVICE DEVELOPMENT

- Suggest areas of improvement within own areas of work.

FINANCIAL/PHYSICAL RESOURCES

- Maintain stock control, booking in new stock, requisition of spare parts.
- Update invoice details for stock on clinical IT system and complete authorisation for invoices on Trust financial system

HUMAN RESOURCES

- To undertake training as required to maintain competency/comply with Trust policies

INFORMATION RESOURCES

- Maintain stock database in an accurate and timely manner. To ensure all workflow tasks are accurately entered onto the EMC computer systems, within the required timescales

RESEARCH AND DEVELOPMENT

- Undertakes surveys / audits as required for service, within area of work

PHYSICAL SKILLS

- Possess advanced keyboard skills to accurately and quickly transpose stock information, including equipment part codes, manufacturer details and PO information from paper to systems.
- Able to properly format information as it is being entered
- On occasions the post holder may be required to access stock off-site so a full driving licence is essential and access to a car being desirable

PHYSICAL EFFORT

- Ability to lift heavy loads <15kg
- Ability to stand for long periods of time
- To help marshal lorries entering the car park to deliver wheelchair stock
- Frequent requirement to exert moderate physical effort for several short periods during a shift to include lifting, pulling, pushing, manoeuvring of stock

MENTAL EFFORT

- Ability to organise stock and manage stock control.
- Frequent concentration required for data entry and cross check to reconcile information from multiple sources.
- Frequent interruptions to deal with queries

EMOTIONAL EFFORT

- Required to deal with sometimes distressing circumstances if, for example, equipment is urgently needed for a terminally ill patient

WORKING CONDITIONS

- Potential contact with body fluids from wheelchair equipment which has been returned back into the service in readiness for reconditioning
- Warehouse environment.
- VDU use

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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.

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.

PERSON SPECIFICATION

Job Title	Stores Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING NVQ level 3 in relevant subject or equivalent qualification/experience GCSE standard or equivalent Advanced IT skills	E E E	
KNOWLEDGE/SKILLS Linguistic skills: Able to communicate clearly in English and interpret operational manuals to problem solve. Computer skills: Microsoft Office packages, stock control and order processing systems Familiar with stock management systems. Excellent skills for communicating with staff members, suppliers and patients Good interpersonal skills to create a cordial relationship with colleagues Ability to multi task Have a good temperament to handle disputes and urgent queries Accurate data entry	E E E E E E E E	
EXPERIENCE Experience within a store/ warehouse environment Knowledge of wheelchair products and services NHS or healthcare experience Previous administrative experience Working with the public		D D D D D
PERSONAL ATTRIBUTES Proven experience of adaptability in the workplace Excellent interpersonal/Communication skills Good understanding of working within a team Attention to detail A flexible approach to work Ability to work as part of a team Able to plan and organise workload Remain calm and professional in a busy environment Adhere to data protection and confidentiality requirements	E E E E E E E E	D
OTHER REQUIREMENTS Must be a good team player, but also able to work alone if required; hard working; conscientious and flexible. Must show an eagerness to learn; participate in training and personal development Full driving licence	E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y	X			
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		X		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		X		
Animals	N				
Cytotoxic drugs	N				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y				X
Driving	Y		X		
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	Y	X			