

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

Job Details	
Job Title	Logistics and Post Assistant
Reports to	Logistics Supervisor or Logistics, Post & Waste Operations Manager
Band	2
Department/Directorate	Logistics Department / Facilities Management

JOB PURPOSE

Being guided by standard procedures, provide internal supply chain services including receipts, distribution and materials management using computerised receipts, storage and bar coded data capture systems.

Develop productive working relationships with customers seeking to minimise inventory level and reducing invoice queries.

Build collaborative relationships and achieve positive performance against patients care, quality and value for money targets.

Logistics and Post Assistants will be required to work at various locations across the Trust, including Wonford, Heavitree, Mardon and the Distribution Centre at Sowton.

KEY WORKING RELATIONSHIPS

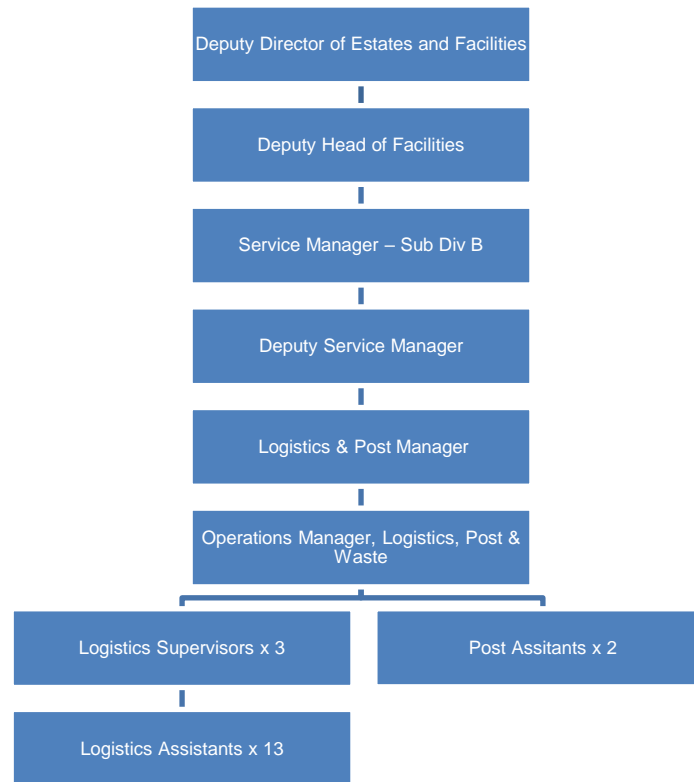
- Head of Facilities Management
- Service Manager (Facilities)
- Operational Support Manager
- Facilities Operational Managers
- Logistics & Post Manager
- Logistics, Post & Waste Operations Manager
- Logistics Warehouse Manager
- Supervisors
- Logistics Assistants
- Post Assistants
- Ward Housekeepers / Ward Clerks
- Ward Matrons and Nursing staff

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- Infection Control Staff
- Site Management / On-Call teams
- Governance Manager
- All other Facilities Staff

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To be fully conversant with the Logistics Department Materials management programme and procedures.
- To be fully conversant with the Logistics Department Receipts and distribution procedures.
- To be fully conversant with the Logistics Department Warehouse procedures.
- To use hand held device to scan bar codes and order products to adequately maintain stock levels.
- To ensure that deliveries are correct against requisition, resolve any discrepancies arising from miss-picks, damaged goods, etc. and report these to a Line Manager.
- To assist in the implementation of Materials Management systems at ward/department level to new areas and maintain existing areas.
- To assist with the maintenance of records and collection of data as required.
- To inform Line Manager of any faults with the Logistics delivery vehicle.
- To be available in the event of a significant/major incident at any time; this could include after hours, weekends and Bank Holidays.
- To receive all mail into the Post room and accurately sort, whether Royal Mail, Trust courier mail or internal mail, as directed by the Assistant Manager and in accordance with Trust and Departmental Policies and procedures.

- To deliver internally, all mail, whether Royal Mail, Trust courier mail or internal mail, in accordance with trust and departmental policies and procedures.
- To collect, sort and deliver patient notes collected from the postal rounds to the appropriate secretaries, wards or departments.
- To precisely sort, weigh and 'frank' outgoing mail in to correct class, in accordance with Trust and Departmental policies and procedures.
- Receive sign and record Royal Mail Special, Next Day and Recorded delivery mail.
- Receive sign and record external courier's incoming parcels.
- Accurately sort General Practitioner, Health Centre and other Hospital courier mail for Trust Courier service.
- To perform any other duties as may be requested by the Logistics Supervisor, Assistant Manager or Manager commensurate with the position.

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate orally, using the Trust (Logistics Department) mobile phones provided, to give and receive routine information mainly with work colleagues.
- Ability to be able to communicate with Trust Staff and external contractors, both face to face and over the telephone to provide and receive routine information.

ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements / decisions will need to be made on routine tasks involving straightforward facts or situations.

PLANNING/ORGANISATIONAL SKILLS

- Follow a set work routine, liaising with colleagues, Logistics Supervisor and Line Manager, as and when required.
- To be flexible to have shifts changed to cover for colleagues' absences if required. Management will give as much notice as possible, but shift changes for cover other than annual leave will often be at short notice.
- To be able to access the Health Roster system for the booking of annual leave.
- To be able to access the Learn+ system to be able to complete required training.

PHYSICAL SKILLS

- To receive, unpack and check deliveries from Suppliers.
- To ensure the security and delivery of goods to appropriate destinations.
- To receive, unpack and put away stock on wards/departments ensuring stock rotation.
- To receive, unpack and check deliveries from Suppliers.
- To accurately operate the Pitney Bowes franking machines and the franking machine postal accounting system.

PATIENT/CLIENT CARE

- To be polite and courteous to staff, patient and visitors during periodic incidental contacts.
- To maintain and promote good working relationships with ward / department staff at all times.
- To ensure the security and delivery of goods to appropriate destinations.
- To provide cover for other members of the Logistics team when requested by the Logistics Supervisor, Operations Manager or Manager.
- To maintain Emergency/Out of hours store for critical areas when required (Theatres/ITU/PPE).

- To ensure stock levels are sufficient at all times including the cover of weekends and Bank Holidays.
- In conjunction with the Ward Matron and Logistics Supervisor/Operations Manager, regularly review top up inventory level and increase or decrease levels as necessary to ensure the Trust stocked to the correct level based on usage.

POLICY/SERVICE DEVELOPMENT

- To be able to refer to and follow Trust Policies and Standard Operating Procedures for own area of work. May be asked to comment on Departmental policies and procedures.
- To understand Health & Safety and Confidentiality guidelines, promptly reporting any untoward incident to the Logistics Manager/ Waste, Post & Logistics Operations Manager / Logistics Supervisor and completing any appropriate accident/incident reports in line with Trust policy (Datix).

FINANCIAL/PHYSICAL RESOURCES

- Ensures the safe use of equipment used in the course of own work.
- Use electric powered and non-electric powered postal trolleys and master mover cage tugs.

HUMAN RESOURCES

- To provide training and advice to new members of staff, as and when required.

INFORMATION RESOURCES

- Follows procedure for time management, by clocking in and out.

RESEARCH AND DEVELOPMENT

- Occasionally undertakes surveys or audits, as necessary for own work area. May be asked to test new equipment for the Department.

FREEDOM TO ACT

- To follow well defined Department Standard Operating Procedures and Policy. Supervision available for advice and guidance, if required.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- The post holder is 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
 Fairness,
 Inclusion & Collaboration
 Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST	Logistics Assistant
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Educational Standard, including GCSE English & Maths Grade A-D or to be able to demonstrate that they can operate at this level.	E	E
Basic IT qualification or equivalent.	E	E
KNOWLEDGE/SKILLS		
Knowledge of Materials Management within an NHS Setting.	D	E
Knowledge of NHS computer systems in particular NSH Supply Chain EDC.	D	E
Basic computer skills, including use of Microsoft Word and Excel.	E	E
Ability to work of own initiative with a degree of influencing skills.	E	E
EXPERIENCE		
Experience of working in a warehouse environment	E	E
Experience of driving a Reach Forklift Truck	D	E
General Stores Keeping	E	E
General Inventory Management	E	E
Receiving of Goods	E	E
PERSONAL ATTRIBUTES		
Strong team player	E	E
Responsible	E	E
Excellent Time Keeping	E	E
Professional Attitude	E	E
Enthusiastic, focussed and self-challenged	E	E
Strong drive for personal achievements	E	E
Flexible and willing to help others	E	E
Able to stand and walk for long distance	E	E
Able to lift, carry and push maximum permitted loads	E	E
Ability and willingness to be able to undertake all relevant training	E	E
OTHER REQUIREMENTS		
Reach Forklift Licence	D	E
Counter Balance Forklift Licence	D	E
Banksman Trained	D	E
Basic First Aid Trained	D	E

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
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	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		

COMPETENCY REQUIREMENTS To be completed for all new positions
Please tick which of these essential learning s is applicable to this role.
(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Manual Handling – Two Year		<input checked="" type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
Fire	Annual	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the NHS code of practice	<input type="checkbox"/>
	Two Yearly	<input checked="" type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
Information Governance		<input checked="" type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	PUCLAS	<input type="checkbox"/>
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	One-Off requirement	<input checked="" type="checkbox"/>	Safeguarding Children	Group 1	<input type="checkbox"/>	Investigations of incidents, complaints and claims	<input type="checkbox"/>
Conflict Resolution – 3 yearly		<input checked="" type="checkbox"/>		Group 2	<input type="checkbox"/>	Waterlow	<input type="checkbox"/>
Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		Group 3	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for housekeeping, portering and waste staff	<input type="checkbox"/>		Group 4	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for Non-clinical waste handlers (Basic)	<input checked="" type="checkbox"/>		Group 5	<input type="checkbox"/>		<input type="checkbox"/>
Falls, slips, trips & falls	Patients	<input type="checkbox"/>		Group 6	<input type="checkbox"/>		<input type="checkbox"/>
	Staff/Others	<input type="checkbox"/>		Not mapped this one	<input type="checkbox"/>		<input type="checkbox"/>
Control & Restraint Annual		<input type="checkbox"/>		Group 8	<input type="checkbox"/>		<input checked="" type="checkbox"/>

