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| **JOB DETAILS** | |
| **Job Title** | Operations Manager (Post, Waste, Logistics) |
| **Reports to** | Post & Logistics Department Manager and  Waste Department Manager |
| **Band** | Band 5 |
| **Department/Directorate** | Estates & Facilities |

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| **JOB PURPOSE** | |
| Provide professional and effective Logistics, Post and Waste services tailored to meet the needs of the Royal Devon & Exeter NHS Foundation Trust and our patients ensuring compliance with legislation and regulations surrounding service provision.  Manage, monitor and report on Logistics, Post and Waste Management on a day to day basis.  To provide specialist insight to the Post, Waste and Logistics for budgetary and strategic decision making and be able to deputise for that person as appropriate.  To ensure that:   * Waste collections operate from all wards and departments 24 hours a day, 7 days a week in an efficient and timely manner. * Goods In, Courier and Top-Up is provided / delivered to all departments in an efficient and timely manner. * The 60,000 – 70,000 items of mail per week are delivered internally and external items are processed in timely manner.   Provide advice to Trust employees on logistics, post and waste activities. | |
| **KEY WORKING RELATIONSHIPS** |  |
| |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Logistics & Post Manager * Waste Manager * Post, Waste and Logistics Staff * Department Managers * Fellow Operations Managers / Supervisors * Deputy Head of Facilities Management * Facilities Service Managers / Cluster Managers * Facilities Deputy Service Managers * Estates Department * Clinical / Ward Staff across the Trust * Site Management and On-Call Manager / Teams * Procurement * Health & Safety / Risk Management * Facilities Administration Staff * Sustainability Group * Audit Teams * All Trust Staff | * NHS Supply Chain * Waste Contractors * Trust Waste Consultant * Royal Mail * Employment Agencies | | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * Actively manage all day to day operational aspects of the Post, Waste and Logistics departments ensuring appropriate staffing, daily routes, consistently providing the timely and cost effective distribution of stock, delivery of post and collection of waste to wards and departments. * Line Manager and day to day management of the Department, including staff Personal Development Reviews (PDR’s), sickness absence, disciplinary and grievance matters; recruitment selection decisions; departmental workload and allocation for area of responsibility. * To deputise for the Post & Logistics and Waste Managers. * To sign off any overtime payments and bank staff time sheets. * To answer any queries, assist teams in solving problems and to provide information to wards and departments on Logistics, Post and Waste, explaining and resolving any issues as they arise. * To assist with any waste queries and work with the Waste Manager to investigate, implement and review Waste Management ensuring that the Trust remains compliant, that robust procedures and processes are in place and we meet the statutory and best practice guidelines associated with the Safe Management of Healthcare Waste (HTM 01-07). * To report on and escalate any potential risks, issues and incidents that cannot be resolved on a day to day basis to the relevant Department Manager and suggest possible solutions. * To continue to update knowledge on waste management regulations and legislation and recommend changes to Trust policy and procedure, including UK and European requirements. * To resolve waste compliance issues by providing a recommendation to your Line Manager on the best course of action based on the relevant legislation. * To attend any meetings relevant to the post and/or as directed by any member of the Facilities Management Team. * Ensure compliance is met in line with statutory requirements. * Work closely with management colleagues to drive efficiencies across your area of responsibility, prompting a culture of continuous improvement. * To support the Departmental Managers in the planning of all contingency arrangements to ensure business continuity during periods of major incident and untoward incidents in liaison with the Trust’s Senior Management. | |
| **FREEDOM TO ACT** | |
| * To manage own work load, acting within department and Trust guidelines, referring to manager when necessary. * Works flexibly to ensure that service levels are met. * Established the most effective methodology to support service delivery. * Takes the lead in establishing expected results and delivering an excellent service. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * Maintain effective communication links and develop working relationships with clients, service users, outside agencies, colleagues and staff within area of responsibility to ensure the sharing of consistent, accurate and relevant information. * To provide leadership and support to Supervisors to ensure the effective delivery of the Post, Waste and Logistics operational services. * Coach, support and motivate all employees in order to develop and improve their performance, to meet requirements and to ensure appropriate behaviour and conduct in line with NHS and RDE Trust Values. * Manage and deal with customer enquiries and complaints by adopting a professional and courteous approach at all times utilising key communication skills. * To use all available methods of communication, including verbal, written and electronic to communicate with staff at all levels across the Trust as well as outside agencies and companies. * The ability to monitor and develop close working relationships within Facilities and Trust wide departments. * To manage email communication in a timely way in line with RD&E Email Best Practice guidance. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| * To manage Post, Waste and Logistics staff to ensure optimal performance and enabling their continual development through appropriate training, performance management, appraisal and personal development. * To be able to create simple formulas and query reports to automate process where needed. * To analyse and interpret information and situations to make informed business decisions and ensure efficiency of the operation. * To assist the Facilities Manager’s in carrying out risk assessments, requiring analysis of a range of facts and situations, the overall requirement will be the safety of staff, patients and visitors affected by Facilities’ staff in the performance of their duties. | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * To effectively plan Post, Waste and Logistics staffing rotas, to ensure an adequate number of staff are available to enable responsive service delivery. * To re-allocate tasks and staff on a daily basis, as and when required, to meet the requirements of the service. * Organise the use of Bank or Agency workers when required. * Responsible for safe operating procedures within the workplace, to ensure that all manual handling equipment (MHE), forklifts and waste tugs are in date for testing and safe to use. * To maintain an Induction programme for all members of staff using current methods of work contained within relevant procedures. * To co-ordinate all staff mandatory training as required. * To prioritise workloads to enable activities to be completed within specified timescales. | |
| **PATIENT/CLIENT CARE** | |
| * Empathy with colleagues, patients and visitors. * Incidental contact with patients. | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * Assist with developing, reviewing, updating and implementing Policies and Procedures for Post, Waste and Logistics departments. * To ensure that staff under their supervision comply with relevant Trust policies and procedures, assist in ensuring that staff are kept up to date with current editions and that records are kept to demonstrate this. * To ensure that policies and Standard Operating Procedures for own area are executed and changes to working practices are implemented within the department and to assist in the implementation of changes to legislation and policy across the organisation. * To work within Trust policies – including those for confidentiality, data protection, health and safety, fire protection and the annual appraisal process. * To provide advice and guidance on Waste Management legislation including: * The Hazardous Waste (England and Wales) Regulations 2013; * The Environmental Protection Act 2006 * The carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2011 * The Human Tissue Act 2008 | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| * To monitor use of supplies and ensure that this is done efficiently and in a cost effective manner in line with the needs of the service. * To maintain stock control, re-ordering supplies where necessary. * To ensure that the Franking Machine is topped as advised by the Logistics and Post Manager, as per the agreed procedure. * Create Post accounts via budget transfers for Divisions and Departments. * To ensure the safe use of equipment, having overall responsibility for equipment for the department areas of responsibility. | |
| **HUMAN RESOURCES** | |
| * Responsible for the day to day management of Post, Waste and Logistics staff. * To manage sickness and absence levels and to comply with Trust guidance, including completion and submission of return to work forms. * Use of the Trust’s ESR / Healthroster Staff Management system to correctly record and monitor annual leave, PDRs and sickness. * To effectively manage and support the team in order to develop and improve their performance, to ensure an effective and efficient delivery of operational targets. * To ensure that HR policies and procedures are known to staff and by monitoring, ensuring that they are implemented and appropriate records kept. * To implement and monitor a PDR system that has a positive impact on the performance of staff within the production/service area and assist in identifying staff development needs. * Actively participate in interviewing panels, when appointing new staff. * To identify training needs in the department and ensure that staff are developed appropriately. * To ensure that all staff observe the Trust uniform and dress code policy at all times whilst on duty. | |
| **INFORMATION RESOURCES** | |
| * To use the SNAP / EROS systems to raise and manage orders for services and materials * Identify resourcing needs and the on-going selection, training and development of staff to ensure service delivery is optimised and to meet the changing profile of the operation. * To produce any KPI Dashboards with statistical data/graphs using Microsoft Word and Excel and/or other computer software available by agreed deadlines and monitor performance, address issues and create remedial action plans. * To continually monitor the efficiency and effectiveness of all services through the various monitoring systems. * Ensure that appropriate and effective risk management processes are in place. * To work with Post and Logistics, Waste Managers and the Facilities Governance Manager to ensure that departmental risk registers are up-to-date. * Complete Section 62 Environmental Agency legal paperwork for the transportation of clinical waste by contractors for the Trust, as required. | |
| **RESEARCH AND DEVELOPMENT** | |
| * Assist the Waste Manager in ensuring that an effective Waste Management Audit process is in place with Wards / Department / Ward Housekeepers / Monitoring Officers. Ensure that all audit failures are rectified within the specified timeframe. * Assist the Waste Manager with additional audits on the waste management across the Trusts sites including second party audits of waste disposal contractors. * Provide input into trials of new equipment to support internal and external stakeholders. * Complete audit and surveys as and when required. | |
| **PHYSICAL SKILLS** | |
| * Use of various forklifts and waste tugs and equipment. * Driving licence and own transport for attending various sites. * Requirements to use VDU equipment on a daily basis. * Assessment of potential hazards. * Ability to prioritise response based on dynamic risk assessment. | |
| **PHYSICAL / MENTAL / EMOTIONAL EFFORT / WORKING CONDITIONS** | |
| * Maintain a good level of fitness and be capable of walking around the Trust sites and lifting objects weighing from 6kg to 15kg. * May be required to deal with occasional interruptions to respond to queries from own staff and ward staff to answer queries and requests for specific information. * Prolonged requirement for concentration. * Sitting for long periods at a desk. * Unpleasant working conditions, i.e., exposure to dirt, inclement weather and extreme temperatures. * Ability to use Microsoft Office Word, Excel and Outlook applications. * Good written and verbal communication skills. | |
| **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.  You must also take responsibility for your workplace health and wellbeing:   * Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support services 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). | |
| **APPLICABLE TO MANAGERS ONLY** | |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensure that during 1:1’s / supervision with employees you always check how they are. | |
| **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* | |

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| **Job Title** | Operations Manager – Post, Waste and Logistics |
| **Band** | Band 5 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Degree level education or equivalent professional experience.  Management qualification or equivalent professional experience.  Qualification in Healthcare Waste or the willingness to obtain this qualification.  GCSE Grade A-C in Maths and English or equivalent.  ECDL, CLAIT or equivalent  Risk Management Training  First Aid Training  Electric Tug Trainer  Mercury Spillage Training  Health and Safety Training | E  E  E | D  D  D  D  D  D  D |
| **KNOWLEDGE/SKILLS**  Ability to enthuse, motivate and involve individuals and understand performance expectations.  Ability to influence and negotiate across a broad range of staff as appropriate.  Ability to effectively performance manage staff.  A broad working knowledge of NHS guidance ‘Safe Management of Healthcare Waste (HTM 01-07).  Knowledge of UK Waste legislation (both hazardous and non-hazardous).  Good knowledge and understanding of Health & Safety Regulations and a knowledge of risk management.  Ability to manage own time, multi task and meet deadlines.  Analytical skills and ability to problem solve.  Proven excellent planning and organisational skills.  Good IT skills including a good understanding of Microsoft applications, Word, Excel, Powerpoint and Outlook. | E  E  E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Proven experience of managing staff.  Experience of managing an operational service on a day to day basis.  Experience of waste management in the NHS or a large organisation.  Previous experience in an NHS Organisation.  Previous experience of working in a support services function.  Experience of dealing with challenging behaviour. | E  E  E | D  D  D |
| **PERSONAL ATTRIBUTES**  Ability to work on own initiative and be able to manage a large staff group.  Adaptable, flexible and reliable approach to work.  Excellent interpersonal and communication skills.  Commitment to personal/professional development and undertake any relevant training.  Ability to prioritise effectively and manage deadlines.  Remain calm in stressful situations | E  E  E  E  E  E |  |
| **OTHER REQUIRMENTS**  Full Clean Driving Licence | E |  |
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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 | N |  |  |  |  |
| 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 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 |  |  |  |  |
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| **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 |  |