

JOB DESCRIPTION

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

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| **JOB PURPOSE** |
| To contribute to the smooth running of the warehouse and assist in stock control management, upholding Trust values at all times.  To process goods in and out and maintain accurate stock records. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Loading and unloading of goods from vehicle; stacking goods in correct storage bays; stacking of empty pallets.  Take receipt of new wheelchairs and equipment.  Pick and make ready spare parts from the stores to support the repair, modification and reconditioning departments.  Inspect equipment against prescription forms and checking that all items required on an order are present and correct before shipping.  Raise purchase orders within IT system and send to suppliers.  Process stock using in house IT system.  Ensure processing of invoices is completed in a timely manner  Ensure warranty returns / damages are captured and replacement parts are issued  Ensure unused parts are checked and returned to stock in a timely manner so they can be reused/issued  To ensure the stores area is kept clean, tidy and accessible at all times. Daily sweep downs and waste management to be completed daily.  Complete reconditioning of wheelchair cushions when required  To readily participate in any other projects or tasks as necessary readily suggesting improvements if and when identified. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: as described above  No. of Staff reporting to this role: 0    The post holder is required to deal effectively with staff of all levels throughout the Trust.  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.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Associate Clinical Services Manager * Wheelchair Repair Service Manager | * Patients * Carers * Referrers (e.g. Physiotherapists and Occupational Therapists) * Schools * Suppliers | | * 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 | |
| **ORGANISATIONAL CHART** |
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| **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 |

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| **RESEARCH AND DEVELOPMENT** |
| * Undertakes surveys / audits as required for service, within area of work |

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| **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.  T*his is* |

PERSON SPECIFICATION

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| **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 |  |

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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 | X |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
| 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) | Y |  | X |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  | X |  |  |
| 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 | 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 |  |  |  |