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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Procurement assistant** |
| **Band:** | **2** |
| **Responsible To:** | **Senior Technicians in areas of work** |
| **Accountable To:** | **Director of Pharmacy** |
| **Section/Department/Directorate:** | **Pharmacy** |

**Job Purpose:**.

To assist in the provision of a Pharmaceutical Service in Pharmacy Procurement and Homecare services. To order stock, receive deliveries, book in goods and store appropriately and to provide administrative support to the operational team which will predominantly cover the processing of invoices for both the homecare team and the procurement team. Other duties may include typing documents, filing and entering information onto computer systems in accordance with Trust policies. The post holder will be a point of contact for clients to the establishment; this will include dealing with routine queries and providing information to patients’, relatives, account managers and staff either face to face, over the phone or via TEAMS. The post holder will liaise with account managers/finance to reconcile statements and clear overdue invoices, referring to the management technician as required. To demonstrate duties of the job to other staff and undertake any other duties under supervision that will aid in the smooth running of the service.

**Context :**

The post holder will be based in the acute hospital and will fulfil all tasks and work as part of a team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

**Key working relationships:**

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

The key working relationships will be with Procurement staff; Procurement lead and Storekeeper and the Homecare team; Lead Technician and Homecare Administrator.

**Organisational chart:**





**Key result areas/duties and responsibilities:**

* Procurement and Homecare services
* To process invoices
* To deal with pricing queries where invoices do not match the pharmacy pricing or refer to supervisor.
* To reconcile statements from suppliers.
* To be involved in all aspects of the order and receipt process of pharmaceuticals including booking onto the computer system and storage thereafter.
* To be involved in the maintenance of stock flow throughout the department including dealing with issues with the pharmacy robot.
* To maintain computer records and produce reports as required.
* To carry out stock checks as required.

**Communication and Relationship skills**

The post holder will be expected to communicate with all Pharmacy Staff and Nursing Staff, both within and external to NDHT. To communicate with drug suppliers to resolve discrepancies in orders/invoicesand to communicate with Sodexo staff regarding delivery of drugs.

The post holder will be required to adhere to the organisation’s standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner this could be face to face or over the phone, for example dealing with appointments and admissions.

The post holder will be responsible for distributing and re-directing mail and ensuring messages are passed on to the appropriate person**.**

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

**Analytical and judgement skills**

Assess and prioritise verbal, electronic and written information. Assist as far as possible in non medical enquiries ensuring that all non routine and medical enquiries are referred to the appropriate person. Make judgements on facts or situations, some of which require analysis, such as chasing open orders and fixing issues with the pharmacy robot.

**Planning and Organisational skills**

The Assistant will need to, under supervision: organise own day-to-day activities, plan straightforward tasks, plan & organise on-going activities and work together to achieve this. This potentially impacts upon patient care.

**Physical Skills**

* Standard keyboard skills.
* Regular lifting of stock.
* Moving of heavy pallets using the equipment provided

**Responsibility to patient/client care**

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients’ and carers.

**Responsibility for policy and service development**

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

**Responsibility for financial and physical resources**

To monitor stock levels, receive deliveries and report maintenance faults. To take part in stock checks and stock rotation.

To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use.

**Human Resources Responsibility**

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

**Responsibility for information resources**

Post holder is required to record information manually, enter data using computer software, inputting, storing & providing information on database or other systems.

**Responsibility for Research and Development**

Comply with Trust requirements and undertake surveys as necessary to own work.

**Decision making**

Major decisions must not be made without reference to a supervisor/line manager. The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to a supervisor or other appropriate colleague. The post holder will work with supervision close by; with work being managed rather than supervised.

**Physical Effort**

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. The post holder will undertake filing on a daily basis and complete photocopying, as and when required. The post holder will regularly be required to lift/move boxes and is required to move heavy pallets using the equipment provided.

**Mental Effort**

Concentration is required in all routine tasks: the work pattern will be unpredictable with frequent interruptions. There will be a requirement for concentration for data entry. The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

**Emotional Effort**

Frequently manage difficult situations, which may arise with abusive clients and telephone callers. Occasionally these may need to be referred to a senior member of staff. Dealing with high stress levels of patients and staff.

**Working conditions**

Busy working environment. Handling of heavy boxes and cytotoxic drugs. Use of display screen equipment for substantial proportion of working day.

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**STAFF HEALTH AND WELLBEING**

You must 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 available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST : Procurement Assistant**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Good Standard of Education  Relevant keyboard qualification i.e. ECDL, RSA II  NVQ 2 Business Administration/Customer Care or equivalent experience  Pharmacy Service Skills NVQ Level 2 | E  D  D  D | Application Form  Application Form/Skills Test  Application Form  Application Form |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  IT/Keyboard skills and computer literate  Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary. | E  E  E | Interview  Application Form/Skills Test  Interview |  |  |
| EXPERIENCE:  Proven clerical/administrative experience within customer care environment  Previous Pharmaceutical/NHS/Social Services experience  Cash management i.e. petty cash | E  D  D | Application Form/Interview  Application Form  Application Form |  |  |
| PERSONAL REQUIREMENTS:  Reliability and Flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  Ability to handle difficult or emotional situations and ability to work under pressure | E  E  E  E | Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Willing to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour |  | Manual Handling | x |
| Solvents |  | Driving | x | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs | x | Night working |  |  |  |