

## Job Description

<b>Position Description</b>	Position - Reports To - Location - Hours - Grade -	<b>Pathology Stores</b> <b>Assistant Operational Manager</b> <b>The Royal Shrewsbury Hospital &amp; The Princess Royal Hospital Telford.</b> <b>37.5 hours</b> <b>2</b>
<b>Job Purpose</b>	The post holder will be required to assist in the receipt, issue, and storage of Pathology supplies in accordance with Pathology policies and procedures and support in providing an effective and professional stores service supports the delivery of the pathology service across all locations.	
<b>Job Duties</b>	<p><b>Stock Catalogue Orders</b></p> <ul style="list-style-type: none"> <li>➤ Undertake the following tasks associated with the supply of products contained in the NHS Logistics Authority catalogue:</li> <li>➤ Process requisitions including data entry where required.</li> <li>➤ Monitor stock availability, delivery times and dates. Taking remedial action as and when necessary.</li> <li>➤ Process and monitor uplifts/returns and ensure credits are processed.</li> <li>➤ Respond to catalogue queries from customers on product details, availability, etc.</li> <li>➤ Maintain accurate records and filing systems.</li> </ul> <p><b>Materials Management</b></p> <ul style="list-style-type: none"> <li>➤ Undertake the following tasks associated with the provision of stock management and replenishment service to customers at ward/ department level: ➤ Implementation.</li> <li>➤ Replenishment routines.</li> <li>➤ Purchase order generation.</li> <li>➤ Receive and unload goods.</li> <li>➤ Delivery of products to wards/departments.</li> <li>➤ Check and put away products and handle returns.</li> <li>➤ Periodic formal review and report on products and stock levels at wards/ departments.</li> <li>➤ Advise Trust staff on appropriate stocking levels for products.</li> <li>➤ Identification of items required to be included in Automatic Data</li> </ul>	

	<p>Capture System, including assessment of items, review of stock requirements and introduction of bar codes.</p> <ul style="list-style-type: none"> <li>➤ Maintain accurate records and filing systems.</li> </ul> <p><b>Stores and/or Receipt and Distribution</b></p> <ul style="list-style-type: none"> <li>➤ Undertake the following tasks associated with the provision of a stores and/or receipt and distribution service in the customer store:</li> </ul>
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	<ul style="list-style-type: none"> <li>➤ Receive goods, check quality and quantity; raise GRN's manually or via keyboard entry into a receipting system.</li> <li>➤ Store goods in a clean, safe, and secure condition before issue and onward transmission to wards and departments.</li> <li>➤ Distribute goods to wards and departments.</li> <li>➤ Prepare, pack and dispatch goods for return to suppliers.</li> <li>➤ Input or record issues from customer store to wards and departments.</li> <li>➤ Undertake stock replenishment routines.</li> <li>➤ Pick, check, and pack goods for onward/internal distribution.</li> <li>➤ Maintain accurate records and filing systems.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>➤ Deal with internal and external problems and queries.</li> <li>➤ Communicate on a regular basis with Trust staff in relation to Trust requirements for goods.</li> <li>➤ Contact suppliers to expedite deliveries of goods.</li> </ul>
<b>Background Experience</b>	<ul style="list-style-type: none"> <li>➤ Good standard of basic education.</li> <li>➤ Previous experience of a customer services/supplies environment. Literacy, numeracy, and keyboard skills.</li> <li>➤ Standard office and stores equipment and use of IT systems including knowledge of Oracle.</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>➤ Customer care.</li> <li>➤ Communication/interpersonal skills.</li> <li>➤ Ability to work in a hospital and busy stores environment.</li> </ul>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>➤ Communication skills: Communication is required with Trust Staff, Suppliers, and other Confederation Staff on a daily basis both orally and electronically.</li> <li>➤ People skills: Diplomacy required in dealing with enquiries from trust staff, expediting goods from suppliers and dealing with delivery drivers.</li> <li>➤ Keyboard skills: A good standard of keyboard skills required which are used on a daily basis.</li> <li>➤ Physical effort: There is frequent requirement to exert moderate physical effort for several short periods during a shift and also a more consistent requirement to exert light physical effort.</li> <li>➤ Working Conditions: There is an infrequent requirement to work outdoors in inclement weather conditions.</li> </ul>

### Health & Safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and

- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

### **Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g., incident reporting policy).

### **Information Governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### Professional Standards and Performance Review

As an employee of the Trust, you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

### Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed, or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people, and vulnerable adults.
- As an employee of the Trust, you have a responsibility to ensure that:
- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
- You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

### Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport, and waste.

### Continuous improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion, and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Manager	Post holder
Signature	Signature
Date	Date