



# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Receipt and Distribution Assistant
<b>Band</b>	2
<b>Hours</b>	37.5 hours
<b>Department</b>	Commercial
<b>Division</b>	Corporate - Chief Financial Officer
<b>Location / Hospital Site</b>	RSCH Brighton.
<b>Responsible to</b>	Supplies Team Leader
<b>Accountable to</b>	Chief Procurement Officer
<b>DBS Level</b>	Standard
<b>DBS Barring</b>	N/A
<b>DBS Workforce</b>	N/A

## Role Summary

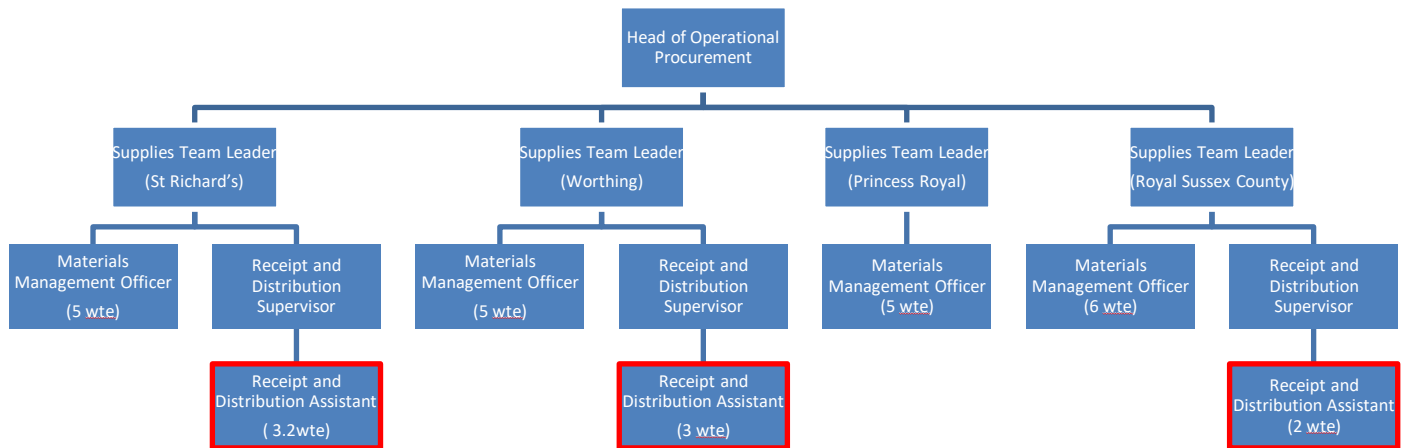
The Receipt and Distribution Assistant will work as part of a team to provide a comprehensive service to the Hospital, undertaking scheduled and unscheduled movement of stock and items around the Hospital site. The post holder will receipt items into stock using the trust procurement systems.

## Key Working Relationships

Internal: Budget holders and requisitions throughout the hospital site, materials management officers, procurement systems team, clinical procurement specialists, portering team.

External: External suppliers, NHS Supply Chain; logistics and delivery operatives.

## Structure Chart



## Main Duties and Responsibilities

### Communication

- Maintain the confidentiality of information about patients, staff and other health service business in accordance with Trust Policy.
- Aid Hospital staff, visitors and patients when faced with difficult situations caused by third parties, following Trust policies and procedures.
- Guide and direct visitors and deal with them in a helpful and friendly manner, taking written notes of any relevant information
- Communicate sensitive information using tact and diplomacy when required.
- Take a role in any departmental Information Technology initiatives.
- Communicate with couriers/delivery drivers to ensure stock is delivered as per delivery note.

### Service Delivery and Improvement

- Communicate daily with all users regarding any variation in service that may be required. Using judgement to prioritise as necessary in consultation with the R+D Supervisor.
- Assess how to safely transport hospital equipment and stock utilising appropriate manual handling techniques
- Ability to identify miss-deliveries and to accurately record stock numbers onto the trusts IT systems.
- Prioritise own workload i.e. receipting or taking stock out.
- Assess Health and Risk requirements i.e. manual handling and use of additional mechanical aids if necessary.

- Move, collect and safely transport stock, goods and hospital around the hospital some of which may be highly valuable, important or high value.
- Liaise with ward areas for the safe delivery of stock to certain areas.
- Be aware of safety measures for patients, visitors and staff and act in accordance with Health and Safety Regulations, Departmental and Trust Policies whilst carrying out all portering duties. To always act in accordance with the Health & Safety at work Act 1974.
- Update or amend the Oracle receipting system or equivalent Information Technology.
- Utilise new Information Technology equipment to improve efficiencies.
- Ensure goods requiring return to suppliers are dealt with swiftly and in accordance with set procedures.
- Input into change and improvements within the service.

### **People Management and Development**

- Ensure departmental protocols and ethics are personally adhered to including: time keeping; dress code; cleanliness; infection control; positive attitude to patients; visitors and colleagues alike in accordance with departmental processes and the Trust's vision and values
- Act as mentor to new staff and demonstrate tasks to new starters.

### **Patient Care Delivery**

- Provide assistance to patients and visitors during incidental contact.

### **Learning and Development**

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes
  - Equal voices for all
  - Engagement of staff is a big factor in job performance.
  - Good engagement leads to improved quality, mortality and safety measures

## **Safeguarding Children and vulnerable adults**

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## **Equality, Diversity and Inclusion**

The Trust is committed to supporting Inclusion as can be seen by our Patient First Triangle with a clear value being Inclusion. We all have a responsibility to treat our colleagues, patients and service users with respect and dignity irrespective of; age, disability, gender reassignment/identity, marriage and civil partnership status, pregnancy and maternity status, religion or belief, sex and sexual orientation.

We are a Disability Confident Employer (Level 2) and part of the Stonewall Workplace Equality Champions programme.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	<ul style="list-style-type: none"> <li>• Keyboard and VDU use.</li> <li>• Manual handling of goods.</li> <li>• Management of stores areas.</li> <li>• Delivery of goods to locations throughout the hospital site and between sites as required.</li> <li>• Use of equipment such as pallet trucks.</li> <li>• May be required to drive Trust vehicles.</li> </ul>
<b>Emotional</b>	<ul style="list-style-type: none"> <li>• Advises ward/department/ supplies staff and suppliers on deliveries, including delivery times and damaged goods.</li> <li>• Communicates issues with stock availability or delivery that may impact upon timeliness of clinical care, patient safety or staff safety.</li> </ul>
<b>Mental</b>	<ul style="list-style-type: none"> <li>• Requirement for concentration when receipting goods or counting stock.</li> <li>• Work pattern is predictable with some interruptions from wards/departments or deliveries some of which may be urgent.</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Based in stores environment utilising a computer, other office equipment and telephone.</li> <li>• Required to move deliveries and hospital equipment - daily and as a major part of the job role.</li> <li>• The member of staff will visit various locations throughout the hospital during the working day including deliveries to areas that may be confined spaces, cluttered etc.</li> <li>• Required to use trolleys and pump trucks for deliveries.</li> <li>• Hazardous substances such as cleaning fluids may be handled as part of deliveries.</li> <li>• As a regular part of duties, the member of staff will be exposed to a great deal in variation of temperature as they move around the Trust site.</li> </ul>

## Person Specification

Requirements	Level required	How assessed Application form (AF) Selection interview (I) Assessment (A)	Level required	How assessed Application form (AF) Selection interview (I) Assessment (A)
	Essential		Desirable	
Experience/ Qualifications	<ul style="list-style-type: none"> <li>NVQ 2 in a relevant area or equivalent experience in a similar role</li> </ul>	AF / I	<ul style="list-style-type: none"> <li>Previous experience in a stores, Warehousing or logistics role.</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>Good interpersonal and communication skills.</li> <li>Able to work flexibly as part of a team.</li> <li>Ability to assess how to safely transport hospital equipment and deliveries utilise appropriate manual handling techniques</li> <li>Problem solving skills.</li> <li>Good literacy and numeracy skills.</li> <li>Evidence of having undertaken own development to improve understanding of equalities issues</li> </ul>	I/A I/A I/A I/A  I		
People Management and Development	<ul style="list-style-type: none"> <li>Able to demonstrate own tasks to new starters.</li> </ul>	AF / I		
Specific Requirements	<ul style="list-style-type: none"> <li>Physically fit to undertake the requirements of the job.</li> <li>Knowledge of manual handling requirements.</li> <li>Knowledge of stock management.</li> <li>Understanding of Health &amp; Safety and Environmental Regulations in general terms relating to visitors and staff.</li> </ul>	I  AF / I AF / I AF / I	<ul style="list-style-type: none"> <li>Previous use of electronic receiving systems.</li> </ul>	AF / I



Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Equality, Diversity and Inclusion	<ul style="list-style-type: none"> <li>Evidence of having championed diversity in previous roles (as appropriate to role)</li> </ul>	I		
Freedom to Act	<ul style="list-style-type: none"> <li>Able to manage own workload to meet timescales for receipt and delivery of goods.</li> <li>Able to propose changes to processes and procedures within own work area.</li> </ul>	AF / I AF / I		