

Job Description & Person Specification



Job title: Ward Inventory Controller and Goods Receiving Officer

Band: 3

Job Description

1. General Information

Job title: Ward Inventory Controller/Goods Receiving Officer

Band: 3

Department: Supplies Dept, Watford General Hospital

Division: Corporate

Reports to: Materials Manager

Accountable to: Head of Supply Chain

DBS Clearance required: No

2. Key relationships

- All Trust staff regarding deliveries
- Finance regarding goods receipting
- Buying team regarding orders
- Suppliers regarding goods delivery and despatch
- Ward staff clinical and non-clinical
- Ward managers – formal service interviews at least twice per year
- NHS Supply Chain

3. Job Summary

To maintain hospital clinical area stock items to agreed levels, following a schedule of count, delivery and shelf replenishment.

To manage the receipt, computerised booking in system and delivery of all goods into the hospital site and to ensure accurate records are maintained of all movement of goods as per the goods receiving procedure. Responsible for the security of all incoming goods up to end user. To be responsible for health and safety and security of the goods receiving area and related offices.

To place ad-hoc orders with NHS Supply Chain as and when required. To place ad-hoc requisitions for non-stock materials management lines as and when required in compliance with agreed product rationalisation/standardisations.

4. Primary duties and areas of responsibility

- Count, deliver and put away ward and department stock (including NHS Supply Chain items, non-stock items, printed forms, and stationery).
- Follow materials management policies and procedures, including calculating and agreeing stock levels with ward managers.
- Follow the materials management monitoring procedure.
- Respond to enquiries in an efficient manner, overcoming barriers to understanding through well-rounded interpersonal and communication skills.
- Carry out non-stock materials management where necessary.
- Customer service activities such as progress chasing and task related problem solving.
- Follow and implement Trust product standardisation policy.
- Respond to NHS hazard notices appropriately.
- Maintain accurate and tidy records where necessary.
- Use IT systems to update various Trust purchasing systems.
- Receive goods into goods receiving area, checking for part delivery, non-delivery and damaged goods.
- Marshal goods for appropriate delivery.
- Plan, prioritise, delegate and monitor, the delivery of goods to wards and departments, wherever possible on the day of receipt. Make short term adjustments to planning in the event of an emergency request.
- Assist materials management team with ward replenishment if required.
- Maintain and file accurate records of goods received notes.
- Manage and distribute a stock of case note folders and/or clinical bag ties.
- Assist with departmental administrative procedures (filing, postal work etc)
- Progress chasing for routine enquiries and failed collections.
- Respond to and resolve enquiries in an efficient manner.
- Store used toner cartridges and arrange collection.
- Package, despatch and record repairs, stock and non-stock returns.
- Collect returns from departments.
- Follow Trust SFI's where applicable to goods receiving and distribution.
- Be fully aware of Trust moving and handling policies and procedures.
- Operate NHS Supply Chain eDC (electronic data capture) materials management system.
- Use NHS Supply Chain Online ordering system and hardware (handheld bar code readers).
- Use Integra and/or iProcurement systems for non-stock materials management (according to location) and any new systems as developed.
- To be aware of and follow Trust moving and handling policies and procedures.
- Respond immediately to urgent, potentially lifesaving, requests for medical supplies.
- To assist in clinical trials.

Person specification

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	Essential Requirements	Desirable Requirements
Education and Qualification	<p>General standard of education.</p> <p>NVQ level 2 in appropriate subject or relevant experience.</p>	<p>English and Maths GCSE's or equivalent.</p> <p>ECDL pass.</p>
Knowledge	<p>Ability to use handheld PDA bar code reader.</p> <p>Ability to use ITsystems: NHS Supply Chain, Integra, iProcurement.</p> <p>Email.</p>	<p>Knowledge of MS Excel, Word.</p>
Experience	<p>Experience of working in a customer focused environment.</p> <p>Experience of working in a stores/stock control environment.</p> <p>Task related problem solving.</p> <p>Customer relations skills.</p>	<p>Experience of working within the NHS and an understanding of current issues.</p>
Skills	<p>Team working.</p> <p>Communication.</p> <p>Literacy / Numeracy.</p> <p>Analytical skills.</p> <p>Keyboard skills.</p>	<p>Project work.</p>

Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager .
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

Dignity & Respect	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
Values Based Appraisals	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
Rehabilitation Of Offenders Act	Under this Act, offences which are ‘spent’ need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal ‘spent’ convictions if asked. Further information can be found via: https://www.gov.uk/government/organisations/disclosure-and-barring-service
Health Clearance	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
Professional Registration	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
Work Visa / Permits / Leave To Remain	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
Confidentiality / Data Protection / Freedom of Information	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust’s FOI procedure if they receive a written request for information.

Job pack last reviewed: 17/11/22

Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



Staff benefits and rewards

Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- £2 subsidised onsite meals at Watford.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: www.nhsbsa.nhs.uk/pensions.aspx for more information on NHS Pensions.

Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

Development Opportunities

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.

- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

Staff Recognition

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

Library

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

Staff Networks

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

Temporary Staffing via Bank

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

Schwartz Centre Rounds

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

Engagement Events

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.