

AGENDA FOR CHANGE

JOB ANALYSIS

QUESTIONNAIRE

(JAQ)

INTRODUCTION TO THE JOB ANALYSIS QUESTIONNAIRE (JAQ)

This questionnaire is designed to obtain all the information necessary to evaluate your job locally. It may seem long and sometimes repetitive but it is very important that you take the time to complete it fully and provide relevant and clear examples about your job. If the Evaluation Panel does not have all the information it needs, it will not be able to evaluate your job properly.

Why do I have to complete a JAQ?

As there is not an appropriate nationally agreed profile for your job, it has to be assessed by a Panel made up of trained evaluators who, working in management and trade union partnership, will use the NHS Job Evaluation Scheme to evaluate the job information provided in the JAQ so that the job can be placed in the appropriate pay band.

If other people do the same job, do we all need to complete a JAQ?

Where there is more than one person doing a job there are a number of options for completion, including the following:

One of the jobholders can volunteer (or be selected) to complete a JAQ and be interviewed by Job Analysts: the completed JAQ is circulated to other jobholders for comment both before the interview and, if there are changes, after the interview, before being signed off.

Jobholders can work together to complete a JAQ and then select one to represent them all at the interview with the Job Analysts. This option works best where jobholders work together in the same work location.

It is effective, but can be time consuming.

Where jobholders work in different locations, one option is for one jobholder from each location to complete the JAQ, as described above and then meet together to produce a single JAQ and select a representative for interview. Again this is time consuming but would give participants a sense of ownership. Alternatively, jobholders may nominate one jobholder to complete the JAQ and then send it to the others for comment and agreement afterwards.

You will be advised which of the above options has been agreed locally, on a partnership basis for your job.

How should I complete the JAQ?

It can be completed by hand or electronically, using Microsoft Word. If you have a choice, it is preferable for the analysts and the Evaluation Panel to have a JAQ, which has been completed electronically, as it can be duplicated easily. It is clearer for the panel to read, agreed amendments can be made neatly and the boxes automatically expand to fit the words.

Whichever way you choose, answer the questions in your own words and, if you are familiar with the NHS Job Evaluation Scheme, try to avoid key phrases which are contained in it as these are unhelpful and do not describe the type of activity/task. If you want to use the same example to answer a different question, there is no need to write it out again, you can just refer to the first example.

Is there any guidance on how to complete it?

The guidance is contained in the interactive help facility and in an electronic file of that name which can be read electronically or printed and used as a reference document. It is helpful to read each question in the JAQ and then read the guidance relating to it before answering the question. For those sections with a series of Yes/No boxes, it is sensible to work through the questions first, putting ticks or Yes's or No's in the boxes, as appropriate. Then consider the examples you want to use and allocate them to the Yes box options. This provides a better range of examples to evaluators and helps avoid repetitive box filling for you!

Using the Interactive 'Help'

The electronic interactive 'Help' facility can be accessed by moving the cursor over the corresponding shaded area (usually the question number) and waiting one second. Guidance will then be displayed on the screen. Please note that the grey shaded boxes are not associated with the Help system, but are designated as the areas to enter data. There are slight variations for Microsoft Word 2002 and Word XP users, which are outlined below. You can check the Word version you are using by opening Word, clicking "Help" then "About".

For MS Word 2002 users the Help area may not be shaded but will be enclosed within coloured brackets.

MS Word 2002 and XP users should ensure that the 'Balloons' element of the tracking/ reviewing is not enabled. If you do not see all of the Help comments down the side of the document when the file initially opens, the 'Balloons' element is not enabled and nothing need be done. This feature can be disabled through the Review toolbar by clicking 'Show' then 'Balloons' and then 'Never' or through the Tools menu by clicking 'Options' then 'Track Changes' then by 'Use Balloons' choose 'Never'. This will not be an issue for users of Word 2000 or lower.

For advanced PC users, the field codes facility should be off. This facility will be on if the button that looks like a backwards "P" ¶ is displayed and depressed on the toolbar.

What duties should I include?

The JAQ takes into account all the duties you are required to carry out. Think what you do in a typical week, start from the beginning and work through each day. If your job varies from week to week or has a monthly cycle, look at your diary to help to list your activities. You should include those duties agreed by you and your manager to be part of the job. These may be more, or less, than the duties listed on your formal job description. When you have completed the JAQ, it is sometimes helpful to keep it with you for a few days so that you can add anything else that comes to mind. Be sure however to keep in mind the date it has to be completed by, so that the process is not delayed.

How much information should I include?

Wherever there is a question that you have ticked or answered 'Yes', there should be a clear, factual answer. It should be detailed enough to enable someone who does not know the job to understand what you do. Please avoid including unnecessary information as this can be confusing. Also avoid initials or jargon, as these may not be understood.

Can I get help from other people?

Yes, it is a good idea to talk to others who know about the job when completing the JAQ, for example:

- Colleagues who do a different job but work closely with you
- Colleagues who do the same or a similar job to you
- Staff representative(s) for your area of work
- Supervisor and/or line manager
- Trained staff member dedicated to do this (where available).

Should I refer to any documents?

It may be helpful to refer to a job description or person specification, especially if it is agreed as up-to-date and accurate. Your line manager or the

HR department will probably be able to supply these. An organisation chart, induction materials and department reports may also be useful if they include a description of your work.

Does the JAQ ask me to list what I think I have done particularly well?

No, Job Evaluation is concerned with WHAT you do, not how well you do it. It takes no account of performance.

What will the Job Analysts do?

The Job Analysts are trained NHS staff and when you have finished completing the JAQ, two analysts (one management, one staff representative) will go through the JAQ with you to ensure that you have not left anything out, the examples provided are clear to people who do not know your work and that the JAQ accurately reflects the job duties and responsibilities you describe. They will also, where possible, answer any questions concerning what will be happening next.

Will the Job Analysts make any changes to the JAQ?

They may suggest making some amendments, with your agreement, where they think that it can be improved or where it may be misunderstood or misleading. Their aim is to ensure that the JAQ is clear, complete, concise and correct.

What will happen after I have agreed the JAQ with the Job Analysts?

The completed JAQ needs to be agreed by your manager and signed off by you, your manager and both Job Analysts at the end of the process. It then goes to the Evaluation Panel.

Job Reference Number _____

Date issued _____

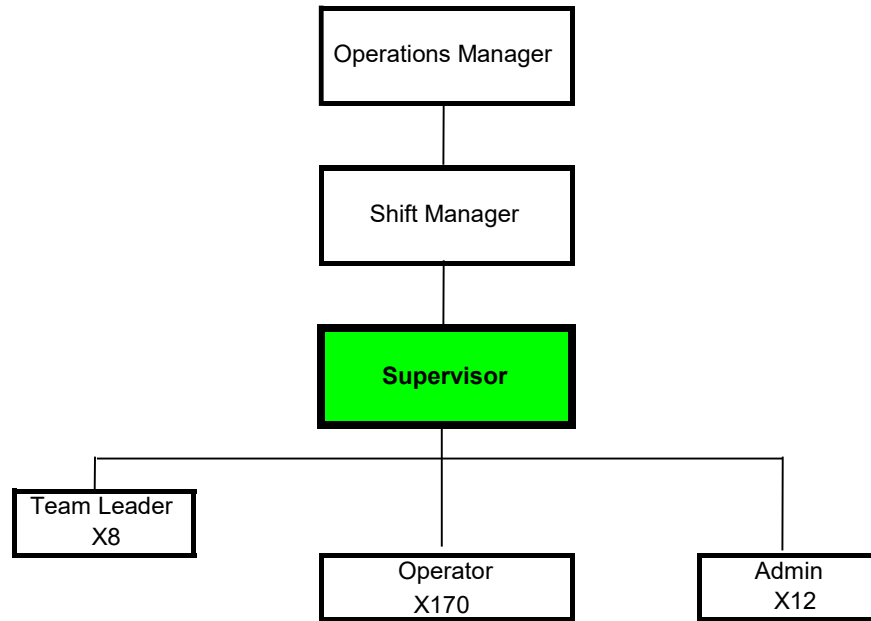
JOB TITLE Warehouse Supervisor

PRINCIPAL PURPOSE OF JOB (JOB STATEMENT)

In no more than two sentences, please describe the principal purpose(s) of your job. This can be taken from your job description.

To lead and manage a team of warehouse staff (up to 70) in such a way that the operational effectiveness of the business is maintained, and all the daily targets are met.

To manage and control inventory held within the NDC including capital equipment to ensure supplies are made to Health Boards on request.



ORGANISATION CHART

Please draw an organisation chart showing your job and the jobs two levels above and two levels below (where possible) by job title only.

Draw a box around your job

MAIN TASKS

Please list the **main tasks** within your job and indicate any tasks, which are only carried out occasionally. Provide enough detail to enable readers to understand what you do. **Please also indicate the approximate proportion of your time spent on each task.** This may be over a typical week if your job has a weekly work cycle or over a month or year for jobs, which vary seasonally.

MAIN TASKS	% of time spent on this, rounded to the nearest 5%
1. Manage & Control a national stock control and warehouse system, using Red Prairie (value £8m (£115m annual throughput) in accordance with standing financial instructions	25%
2. Ensure all transaction for purchases and sales of all materials through the Red Prairie and Cedar systems, to ensure that all essential stocks are maintained at all times. Negotiate on a regular basis with suppliers of raw materials & all stock items held within the warehouse e.g. Med & Surgical supplies to achieve cost effective contracts and value for money is achieved for National Procurement (NP)	30%
3. Develop good Internal /External customer/supplier relationships to provide effective and efficient service. Prepare work schedules, plan, and effectively assign daily duties to staff and achieve effective warehouse management.	10%
4. Carryout all product related duties and responsibilities according to NP Logistics policy & procedures. Ensuring that product is picked correctly & delivered to all Health Boards throughout Scotland.	5%
5. Manage all stocktaking for the stores and finished products and complete stock quality checks throughout the order cycle for inventory accuracy.	10%
6. Line management responsibility for the relevant human resources policies and practices e.g. recruitment performance management etc. Managing and motivating a team of up to 70 staff	10%
7. Ensuring all equipment is in good working order i.e. fork lift trucks, Tote Wash, Racking etc.	5%
8. Ensure compliance of Warehouse Health and Safety policies and practise, including preparing Risk Assessment and Safe Systems of Working practice.	5%

1. COMMUNICATION AND RELATIONSHIP SKILLS

HELP *This factor measures the skills required to communicate, establish and maintain relationships and gain the co-operation of others. It takes account of the skills required to motivate, negotiate, persuade, make presentations, empathise, communicate unpleasant news sensitively and provide counselling and reassurance.*

1.1 **Please answer the following questions and provide examples for communication that has occurred in the last 12 months. State whether the communication is with other employees, patients/clients or their carers, or with the general public/external organisations.**

Do you	Yes/ No	Please give a typical example <i>Remember to move the cursor over the yellow shaded area to access guidance notes.</i>
1.1.1 Describe/ explain?	Y	I describe & explain anomalies with orders to colleagues/suppliers via e-mail or telephone. I describe health & safety regulations, control measures & safe systems of work to new starts.
1.1.2 Persuade or influence?	Y	I have to influence staff to maintain the current work procedures by performing one to one face to face meetings.
1.1.3 Negotiate?	Y	I meet external suppliers delivery drivers and material management team to discuss and negotiate receipt of materials and supplies & explain difficulties in deviation from set out dock scheduler (ie book in times). I speak to supplier warehouse managers & explain why their drivers can't be unloaded on time. In addition discuss and negotiate delivery profile with health boards across Scotland.
1.1.4 Motivate?	Y	I have to motivate my staff with praise when tasks are completed and carried out with efficiency
1.1.5 Use tact / diplomacy?	Y	When a internal customers become irate when goods are not available from the warehouse /supplier calls regarding orders I have to be diplomatic when stocks or deadlines are not met. I have to deal with sensitive staff issues & use tact when discussing personal performance.
1.1.6 Use empathy?	Y	Through the rollout of health boards to the NDC, I have to meet and work with colleagues who are effectively loosing their current job/role and gain their help and trust to ensure the transition is completed to ensure consistent supply to health boards. I need to counsel staff regards performance issues at work. In addition, I counsel staff to aid their development through the PDP process
1.1.7 Counsel?	N	

Do you	Yes/ No	Please give a typical example <i>Remember to move the cursor over the yellow shaded area to access guidance notes.</i>
1.1.8 Re-assure?	Y	When customers call regarding their orders I'm polite and reassure them that their orders will be processed in time i.e. When a hospital/ward require product urgently I reassure them that I will have it delivered in the quickest possible time.
1.1.9 Give advice, instruction and training?	Y	Have to train staff in various duties i.e. using mechanical equipment and in general most work instructions within the warehouse. I require to be a 'super user' of our warehouse system – Red-P. I have to advise in best practices using my experience to help warehouse operatives become more efficient.
1.1.10 Communicate to groups/give presentations?	Y	I give daily briefs to upto 70 staff at the start of shift and will prepare information on weekly performance for weekly shift update, which I present to all staff.
1.1.11 Communicate in a language other than English?	N	
1.1.12 Overcome barriers to understanding?	Y	I have to overcome barriers resistance when changes to working procedures occur due to new health boards coming on & their demands are different from other health boards we service.
1.1.13 Communicate complicated information?	N	I have to communicate complicated information to staff as part of the induction process both verbally & using processes to describe & educate staff on work place procedures & policies. How the warehouse management system operates & its different functions. Explain how the same items of stock have different UOI & SKU (STOCK KEEPING UNIT) numbers & why. Explain what is a UOI (UNIT OF ISSUE), which could be a single item or a box of multiple items or a pallet of the same item.
1.1.14 Communicate sensitive information?	Y	I have to communicate information to staff, regards unfortunate events – Examples being deaths of family members and news of tragic circumstance. I have to communicate un-popular decisions to work force regarding management decisions e.g. overtime bans & staff disciplinarys. I have to communicate attendance & time keeping to offenders who are bordering on disciplinary.

Do you	Yes/ No	Please give a typical example <i>Remember to move the cursor over the yellow shaded area to access guidance notes.</i>
1.1.15 Communicate in an emotive atmosphere?	Y	I to work with colleagues from the health board who are being significantly affected by the change the National Distribution Centre brings. I have to work with suppliers who the distribution centre directly affects with possible job losses & empathise with drivers & suppliers who are irate at not being unloaded at the agreed times.
1.1.16 Communicate information which may be contentious	Y	I inform temporary members of staff that they have not met the expectations of NP and have to terminate their short-term contract with NP Logistics. I inform supplier drivers that there load is not being unloaded as it is dangerous or unsafe.
1.1.17 Communicate in a hostile/antagonistic atmosphere?	N	I have to communicate un-popular decisions to temporary / agency staff who do not meet our strict standards are being let go.

2 KNOWLEDGE, TRAINING AND EXPERIENCE

2.1 Please describe the knowledge of work procedures/practices (i.e. methods of doing things) and the administrative, clinical, therapeutic, social care, scientific, technical, managerial and professional knowledge which you need for your job in the table below. Please look first at the box on the left and then work across, stating whether you need any knowledge in this area, describing the range of procedures, how the knowledge is usually obtained and the qualifications/knowledge that you actually require to enable you to do your job.

Further guidance is available in Appendix 1 at the end of the document

Note: **Where courses are part-time please state the full time equivalent or quote the amount of time per week/year required for course completion.*

Knowledge required in job	Yes/No	Q1 Please give examples of the work procedures/practices you need to know about in your job	Q2 Describe the type and length of experience or on-the-job training that is required to gain this knowledge	Q3 Describe the minimum qualifications that are required for this job and how long it normally takes to acquire them*
2.1.1 Administrative knowledge	Y	<p>In-depth warehouse admin procedures</p> <p>I use Red-Prairie for stock order processing and order picking (of which I'm a super user of the system)</p> <p>I use Integra for purchase order and receipting processing. Having to have knowledge of procedures in doing requisitions and receipting on the system</p>	<p>5 years supervisory experience with a proven track record in warehouse operations or similar environment</p> <p>In-house over a 4 week period and on the job training.</p> <p>In-house over a 4 week period and on the job training.</p>	Educated to HNC level.
2.1.2 Clinical/therapeutic/ social care knowledge	N			

Knowledge required in job	Yes/ No	Q1 Please give examples of the work procedures/practices you need to know about in your job	Q2 Describe the type and length of experience or on-the-job training that is required to gain this knowledge	Q3 Describe the minimum qualifications that are required for this job and how long it normally takes to acquire them*
2.1.3 Technical knowledge (including knowledge of equipment)	Y	<p>Be able to operate mechanical handling equipment including forklifts, pallet trucks</p> <p>Proven IT skills, including Microsoft excel, word, out-look, Red Prairie and financial information management systems (Integra).</p> <p>Red Prairie allows me to control the warehouse operation & carry out investigations into picking errors who picked what who booked in what who putaway replenished & loaded what & when.</p> <p>To provide spreadsheets & reports using micro soft excel & business objects.</p>	<p>Min 60hrs driving forklift trucks which would take 2 – 3 mths.</p> <p>In-depth knowledge of MHE</p> <p>3 years experience in national logistics</p>	<p>One week intensive training course to be a Instructor</p> <p>Forklift licences.</p>
2.1.4 Scientific knowledge	Y	<p>I need to know how the products are to be transported and stored and any environmental extremes they may endure in transit</p> <p>Specific knowledge of the Haz-Chem requirements around some goods – UN numbers etc.</p>	<p>The post holder would expected to be competent in this area between 3-6 months</p> <p>Ongoing requirement to maintain and update knowledge of procedures</p>	<p>The post holder would expected to be competent in this area between 3-6 months</p> <p>Ongoing requirement to maintain and update knowledge of procedures</p>
2.1.5 Managerial knowledge	Y	<p>I am required to manage staff with regard to training discipline appraisal delegation & recruitment, performance absence management & time keeping.</p> <p>Required to line manage high number of staff (circa 190)</p>	<p>3 Years of experience in a supervisory role and various training courses and seminars on managing people and team building</p> <p>Effective stores management courses run by the institute of operations management.</p>	<p>Two week intensive training course</p> <p>Ongoing requirement to maintain and update knowledge of procedures</p>
2.1.6 Additional specialist knowledge	Y	<p>I am trained to be RTITB Forklift instructor level I am trained in risk assessment and fire marshall procedures. I am a trained to be a first aider for the warehouse operation.</p> <p>In-depth knowledge of NHS supply chain stock management logistics.</p>	<p>My risk assessment / fire warden / first aider training is updated on an annual basis and involves upwards of 17 days per annum.</p> <p>3 years experience in National Logistics</p>	<p>RTITB course is externally assessed – over a 14-day period. Requirement before being accredited is 24 month of fork lift truck use within a warehouse environment.</p>

Knowledge required in job	Yes/ No	Q1 Please give examples of the work procedures/practices you need to know about in your job	Q2 Describe the type and length of experience or on-the-job training that is required to gain this knowledge	Q3 Describe the minimum qualifications that are required for this job and how long it normally takes to acquire them*
2.1.7 Knowledge of legislation, codes of practice	Y	Good Manufacturing Practices (GMP) Health & Safety Coshh	On going training 5 years supervisory experience	As supervisor of NDC ensure all team leaders / operatives adhere to following procedures. The post holder will have knowledge Coshh attending a 1 day seminar. The post holder will will under go continious training in GMP Educated to HNC level.
2.1.8 Other types of knowledge not already covered but required for the job	N			

2.2 Please list below the qualifications or experience actually required for your post.

<p>Educated to HNC level within logistics</p> <p>A proven track record in warehouse operations or similar environment gained over 5 years minimum in a supervisory capacity.</p> <p>Effective stores management courses run by the institute of operations management.</p> <p>Proven IT skills, including Microsoft excel, word, out-look, Red-Prarie and financial information management systems (Integra).</p> <p>Risk assessment / First aider / Fire warden training 17 days.</p> <p>Administrative abilities will include effective communication skills over a broad range of relative issues, good management, and interpersonal and organisational skills.</p> <p>Specific knowledge of the procurement of medical & surgical item throughout the NHS and how Health Boards operate their replenishment requirements – i.e. WPM.</p> <p>Manuel Handling</p> <p>Fork Lift truck (RTITB assessor training – external 14 days – minimum 2 years truck use experience)</p> <p>Fork lift licence</p> <p>Coshh</p> <p>Managerial Experience</p>
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3 ANALYTICAL AND JUDGEMENTAL SKILLS

HELP *This factor measures the analytical and judgemental skills required to fulfil the responsibilities of the job satisfactorily, for example, analytical skills to diagnose a problem or illness and understand complex situations or information; judgemental skills to formulate solutions and recommend/decide on the best course of action/treatment.*

3.1 Complete the appropriate boxes about the nature of the judgements you have to make regularly in the course of your work.

Do you	Yes/ No	Please give a typical example
3.1.1 Make judgements where the situation is straightforward?	Y	I would decide where best to get loose equipment, roll cages, tote box's to allow orders to be complete. I would calculate hours of labour required to complete orders or to manage inbound supplies. When emergency orders come in for products I would have to arrange how to best transport it to it's destination whether it be by courier or get one of my warehousemen to deliver it. I would manage the knock-on effects on any other tasks. If customer omits to place orders on time, I will prioritise which orders to complete first, with my limited resources.
3.1.2 Make judgements where the situation is <i>not</i> straightforward?	Y	Regarding Raw materials are they from an approved supplier, and does the raw material required meet with GMP standards. If it were a poorly stacked item I will decide to receive it or not into the warehouse. I also have to prioritise workloads if any emergency comes up. If an urgent order came in, I would have to ensure order was made up straight away rather to catch the daily run or change the existing transport plan – We have 40 deliveries to health boards per day on Heavy goods vehicles.
3.1.3 Make judgements where there is a range of options to select from?	Y	I would review my shift resource plan and shift update control sheets to decide what tasks to complete first and how much time to allocate to each task. Make judgments on various parts of the operation by running reports on productivity & volumes which enable me to move man power from one department to another.
3.1.4 Assess or interpret information in order to make a judgement?	Y	I assess or interpret information from various reports from either Red Prairie or business objects in order to allow me to make judgements on operational issues & manage my KPI'S & OTIF'S.

Do you	Yes/ No	Please give a typical example
3.1.5 Make judgements where expert opinion may differ or be conflicting?	N	

4 PLANNING AND ORGANISATIONAL SKILLS

HELP *This factor measures the planning and organisational skills required to fulfil the responsibilities of the job satisfactorily, for example, for clinical or non-clinical planning, including strategic planning and organising services, departments, rotas, meetings and conferences.*

4.1 **Does your job require you to plan or organise any of the following? If so, complete the relevant boxes below.**

Note: **Time in advance of the event means the period that the plan is to cover, starting with the day it is prepared.*

Do you plan or organise	Yes/ No	Please describe what you do and whether you need to make changes to the plans/arrangements	Time in advance of the event*
4.1.1 Own time?	Y	I plan week ahead with stock control, task management, staff planning, supplier intake. I plan daily stores requirements with staff and shift manager. Discuss stock and quality checks with staff.	Weekly
4.1.2 Time of others?	Y	Prepare work schedules, plan and effectively assign daily duties to staff and achieve effective stores management. Organise rotas & manning levels in each department & reassign labour to areas which are in need of an injection of man power. Organise training to increase levels in multi skilled employees to help me achieve my production goals.	Weekly
4.1.3 Rotas?	Y	Complete rota's for up to 85 staff on rotating shifts with up to 7 functions with the staff pool to resource. Skill factors e.g. fork lift truck drivers, loaders, goods in staff, order pickers, site services & clerks. Manage holidays & absences through sickness or training. Plan holiday entitlement at 10% to allow me to achieve my set productivity figures & KPI's. Budget for an absenteeism allowance of 4%.	Weekly

Do you plan or organise	Yes/ No	Please describe what you do and whether you need to make changes to the plans/arrangements	Time in advance of the event*
4.1.4 Meeting arrangements?	Y	<p>Managing significant staff numbers require me to spend time holding meetings and I generally do all this myself, I will meet with In-house teams and Agencies and Transport.</p> <p>Internal – between 2 and 10 people (NDC staff/ /Third Party Suppliers</p> <ul style="list-style-type: none"> ▪ Check diaries and agree dates/times ▪ Send invites with as much notice as possible ▪ Book venue and arrange refreshments as required ▪ Send out agenda ▪ Collate information required for meeting ▪ Ensure equipment is available if required e.g projectors ▪ Confirm availability of attendees ▪ Arrange for minutes to be taken and distributed. 	1 – 2 weeks
4.1.5 Conference arrangements?	N		
4.1.6 Co-ordinating other agencies/ organisations?	N		
4.1.7 Project management?	N		
4.1.8 Service provision?	N		

Do you plan or organise	Yes/ No	Please describe what you do and whether you need to make changes to the plans/arrangements	Time in advance of the event*
4.1.9 Educational or training programmes?	N		
4.1.10 Long term strategic planning?	N		
4.1.11 Other, please specify?	Y	Perpetual inventory for the year ahead up dating inventory records on an ongoing basis. Plan work load allocation & resources distribution targets & over time	Annually Daily / Weekly

4.2 Does any of your planning affect departments, staff or management across the organisation or in other organisations?
If 'Yes', please describe.

Yes [Y]No []

<p>Planning of my work impacts across all health boards in Scotland and countless suppliers (circa 200)</p> <ol style="list-style-type: none"> 1. If product was not sent out in time and on time this would effect the operations of the Health Boards 2. If maintenance was not carried out on time this would effect the operating ability of MHE/IT Equipment.

5 PHYSICAL SKILLS

HELP *This factor measures the physical skills required to fulfil the job duties. It takes into account hand eye co-ordination, sensory skills (sight, hearing, touch, smell, taste), dexterity, manipulation, requirements for speed and accuracy, keyboard and driving skills.*

5.1 **Does your job require physical skills? If so, please tick the box(es) next to the appropriate activity and provide an example of how the skill is used.**

Note: **Developed skills are normally acquired through considerable practice and/or training and include dexterity.*

Skill required for	Description of skill	Yes/No	Please describe the purpose for which you use this skill
5.1.1 Driving a car/ small van	Standard driving skills (car/light van driving test + practice)	N	
5.1.2 Driving a lorry/ heavy vehicle/ patient transport services	Advanced driving skills (HGV, PSV, PCV driving test or equivalent + practice)	Y	Fork lift truck on daily basis. Fork lift licence
5.1.3 Driving vehicles in emergency situations	High speed driving skills (ambulance driving test or equivalent + practice)	N	
5.1.4 Standard keyboard use	Typing skills normally acquired through practice or RSA1 or equivalent	Y	Use of Red Prairie and Cedar, responding to emails I have to be extremely accurate when using Red-P and Integra stock systems.
5.1.5 Advanced keyboard use	High speed, accurate typing skills; RSA level 2/3 or equivalent	N	
5.1.6 Use of equipment/ tools	Skills normally acquired through practice or during practical training	Y	Mechanical handling equipment delivering pallet loads of materials to manufacturing areas throughout the building.
5.1.7 Non-intravenous injections	Skills normally acquired through practice or during practical training	N	
5.1.8 Restraint of patients/ clients	Skills requiring formal training and updating	N	
5.1.9 Manipulation of objects/ tools where narrow margins for error	Developed skills* e.g. laying out instrument trays; fine adjustment of equipment/plant	Y	Unloading and delivering expensive machinery to point of use using fork lifts and other mechanical handling equipment where there is a narrow margin for error ie turning space, stock space in racking area, fork clearance to enter pallets, are the forks long enough to take the load, where is all the weight centred at fork lift licence.

Skill required for	Description of skill	Yes/ No	Please describe the purpose for which you use this skill
5.1.10 Hand signing	Skills requiring formal training	N	
5.1.11 Advanced sensory skills	Developed skills* e.g. listening for speech defects	N	
5.1.12 Manipulation of fine tools; where accuracy important		N	
5.1.13 Manipulation of materials where accuracy important	Developed skills* e.g. manipulating materials on a slide or under microscope	N	
5.1.14 Assembly of surgical equipment; accuracy important	Developed skills* e.g. assembling equipment in theatre/assembling boiler pump	N	
5.1.15 Intravenous injections	Developed skills*; accuracy and hand-eye co-ordination	N	
5.1.16 Manoeuvring people where accuracy important	Developed skills* requiring accuracy and hand-eye co-ordination e.g. for a precise procedure	N	
5.1.17 Suturing	Developed skills* requiring precision or speed + hand-eye, sensory co-ordination.	N	
5.1.18 Manual physiotherapy treatment	Developed skills* requiring precision + hand-eye, sensory co-ordination	N	
5.1.19 Surgical interventions	Developed skills* requiring precision or speed + hand-eye, sensory co-ordination; includes intubation and tracheotomy	N	
5.1.20 Keyhole, laser surgery, IVF procedures	Developed skills* requiring the highest level of physical skill	N	

Skill required for	Description of skill	Yes/ No	Please describe the purpose for which you use this skill
5.1.21 Other physical skill	Please state	N	

6 RESPONSIBILITY FOR PATIENT/CLIENT CARE

HELP *This factor measures the responsibilities of the job for patient/client care, treatment and therapy, taking into account the nature of the responsibility and the level of the jobholder's involvement in the provision of care or treatment to patients/clients. It also takes account of the responsibility to record care/treatment/advice/tests.*

6.1	<p>Do you have any responsibility for providing services to patients/clients such as cleaning or food delivery, personal care, clinical or non-clinical advice, technical services, treatment, therapy or the registration, inspection or quality assurance of facilities or services for patients/clients?</p> <p><i>If 'Yes' go through all the sections below. If 'No' go to Q 6.5</i></p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
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Please tick answer all questions and for all those you have answered 'Yes' describe what you do on the next page

6.2 General services

Do you have responsibility for providing any of the following?		Yes/No
6.2.1	Providing general non-clinical advice or information directly to patients/clients?	N
6.2.2	Providing a cleaning or food delivery service directly to, or in the immediate vicinity of patients/clients?	N
6.2.3	Providing personal care (assisting with feeding, bathing, appearance), or portering services directly to patients/clients?	N
6.2.4	Implementing clinical care/treatment/therapy programmes/packages?	N
6.2.5	Assessing clinical care needs and developing clinical care/treatment/therapy programmes/package?	N
6.2.6	If 'Yes', are these in a specialist field or do they cover a broad range of situations?	N

6.3 Clinical/therapeutic advice; advice on facilities/services

Do you have:		Yes/No
6.3.1	Direct involvement in the provision of basic clinical/therapeutic advice to patients/clients?	N
6.3.2	Involvement in the registration, inspection or quality assurance of facilities/services for patients/clients?	N
6.3.3	Direct involvement in the provision of clinical/therapeutic advice to patients/clients?	N
6.3.4	If 'Yes', are these in a specialised area of practice?	N
6.3.5	If 'Yes', are these in an expert area of practice?	N

6.4 **Clinical technical services**

Do you have:		Yes/No
6.4.1	Direct involvement in the provision of basic clinical technical services to patients/clients?	N
6.4.2	Direct involvement in the provision of clinical technical services to patients/clients?	N
6.4.3	If 'Yes', do you provide clinical technical services which are of a specialist nature?	N
6.4.4	If 'Yes', are these of a highly specialist nature in an expert area of practice?	N

6.5 **Direct delivery of a service**

Are you responsible for:		Yes/No
6.5.1	Direct delivery of a clinical, clinical technical, therapeutic or social care service?	N
6.5.2	If 'Yes', do you have corporate responsibility for this?	N

If you have said 'YES' to any of the points in 6.2 to 6.5 above please describe your involvement below, starting with the one that is the most applicable to your job.

If you have said 'YES' to any of the points in 6.2 to 6.5 above please describe your involvement below, starting with the one that is the most applicable to your job.

7 POLICY AND SERVICE DEVELOPMENT

HELP This factor measures the responsibilities of the job for development and implementation of policy and/or services, taking into account the nature of the responsibility and the extent and level of the jobholder's contribution to the relevant decision making process, for instance, making recommendations to decision makers and the scope of the relevant policies or services.

7.1 Please select the options on the left which accurately reflect the requirements of your job concerning policies and procedures and complete the boxes in that row.

Responsibility for policies	Yes/ No	Please describe the types of policies you are involved with, and what you are required to do	Department/ Area Covered
7.1.1 Are you required to <i>comment on policy</i> that is used within your area?	Y	Standard Operating Procedures – Health & Safety policy sub docs. Health & safety I write risk assessments & suggest better safe systems of work. Suggest improvements I am involved in the logistics efficiency program which is set out to help make the logistics side of the NHS more efficient by making suggestions to help improve operations.	Warehouse
7.1.2 Do you actively <i>implement policy</i> within your section/department/ service/ directorate or the whole organisation?	Y	Health & Safety. –Maintain standards through staff inductions & training. Attend monthly health & safety meetings. COSHH. I inform & implement COSHH regulations with staff who are handling chemicals in their day to day duties. Data protection. I implement data protection policies handed out to me from HR to ensure that staffs personal information is kept confidential ie sickness & illness. Manual handling. As part of the induction process I implement manual handling training & awareness. Product order picking. As part of new starts first week I make sure the trainers adhere to the set out work instructions & safe systems of work. Standard Operating Procedures. I make sure everyone in the warehouse understands & adheres to the operating procedures.	Warehouse
7.1.3 Are you required to <i>propose changes to policies or procedures</i> that are used in your section/ department/ service and/ or other areas?	Y	I write and review the Standard Operating Procedures within the warehouse area. Write risk assessments and statement of safe working practices.	Warehouse
7.1.4 Are you involved with the <i>creation of policy</i> that impacts on a service/ directorate/ the whole organisation/other organisations?	N		

7.1.5 Are you involved with <i>service development</i> for a service/ directorate/ the whole organisation/ other organisations?	N		
7.1.6 Do you have <i>corporate responsibility</i> for the creation of policy within your organisation?	N		

8 FINANCIAL AND PHYSICAL RESOURCES

HELP This factor takes account of the type of responsibility (i.e. what you are responsible for) and the nature of that responsibility (for example, careful use, security, maintenance, budgetary, ordering and purchasing responsibilities) and the frequency with which it is exercised.

8.1 Physical Assets

Responsibility	Yes/ No	Description	Delegated authority level or value (£)	Are you a signatory for this responsibility?	Do you share this responsibility? If Yes, with whom?
8.1.1 Are you responsible for the safe use of equipment used by others?	Y	I ensure safe use of MHE by: Checks on fork lift trucks, tote wash, racking system, sprinkler system ensure regular maintenance and correct operation	Not required	Not required	Shift Manager
8.1.2 Do you use expensive or highly complex equipment?	Y	Fork lift trucks / Tote Wash / RF terminals / Conveyor system / Mesh-B MHE battery charging system	Value of most expensive piece of equipment = £120k	Not required	Not required
8.1.3 Do you have responsibility for security of a site?	Y	Ensuring that all warehousing are secured at the end of each day which houses all stock inventory and Products that are stored at ambient and +4 .	Not required	Not required	Shift Manager
8.1.4 Do you repair, maintain or install physical assets?	N		Not required	Not required	Not required
8.1.5 Are you responsible for the maintenance of all physical assets for an area?	N		Not required	Not required	
8.1.6 Are you responsible for the purchase of equipment/ materials?	Y	I purchase stocks and products that are used on site and all consumable products that are delivered to the NDC - Mechanical handling equipment that is used on site when re-order level are hit I purchase all consumable stock for the site and this is withdrawn from my warehouse on a daily basis	Annual value of purchases = £0.8mill	Y	Shift Manager
8.1.7 Do you undertake purchasing as a major part of your role?	N		Not required	Not required	Not required

8.1.8 Are you responsible for the physical assets for several services?	N				
8.1.9 Do you have corporate responsibility for physical assets?	N				Not required

8.2 Stocks and Supplies

Responsibility	Yes/No	Description	Delegated Authority level or value (£)	Are you a signatory for this responsibility?	Do you share this responsibility? If Yes, with whom?
8.2.1 Is a significant part of your role the security of stock or supplies?	Y	Yes I ensure control of Inventory, of materials including products distributed to the Health Boards. I am responsible for the security of the site, the staff when on site & for the stock on site.	Value of goods = £0.8M	Y	Shift Manager
8.2.2 Are you responsible for ordering or controlling stock and supplies used in the course of your work?	Y	Yes I ensure control of Inventory, of materials including products distributed to the Health Boards. I am responsible for ordering the stationary stock for the operation & materials that are used to aid the operation eg shrink wrap labels paper pens bailing wire bailing banding	Value of goods = £0.8M	Y	Shift Manager
8.2.3 Are you responsible for the purchase of stock and supplies?	N		Not required	Not required	Not required
8.2.4 Do you undertake purchasing as a major part of your role?	N		Not required	Not required	Not required

8.3 Financial Resources **Note:** * = Delete as necessary

Responsibility	Yes/No	Description	Delegated Authority level or value (£)	Are you a signatory for this responsibility?	Do you share this responsibility? If Yes, with whom?
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8.3.1 Do you handle cash, cheques or patients' valuables?	N			Not required	Not required
8.3.2 Do you check and verify expense sheets, purchase documents or similar?	Y	I authorise invoice payments for products, rentals, agency staff for the whole elements of my shift - I purchased all consumable stock goods for the site i.e. Shrink wrap / cardboard / loose equipment / temp equipment	Total value = £1.92M	Not required	Shift Manager
8.3.3 Are you an authorised signatory for invoices, overtime etc.?	Y	I am an authorised signatory on overtime sheets & invoices	Value of goods = £0.8M OT payment circa = £ 40K	Not required	Shift Manager
8.3.4 Do you monitor financial information?	N		Not required	Not required	Not required
8.3.5 Are you involved in drawing up budgets or financial initiatives?	N			Not required	
8.3.6 Is your budget delegated to you by your manager?	N			Not required	Not required
8.3.7 Are you a budget holder?	N				
8.3.8 Are you involved with the setting of the budget for your department/ service?	N			Not required	
8.3.9 Are you involved with the budget setting of more than one department/ service/ organisation?	N			Not required	

8.3.10 Do you have responsibility for determining the budget levels for one or more departments/ services or organisations?	N			Not required	
8.3.11 Do you have corporate responsibility for the financial stewardship of the organisation(s)?	N				

9 HUMAN RESOURCES

HELP This factor measures the responsibilities of the job for management, supervision, co-ordination, teaching, training and development of employees, students/trainees and others in an equivalent position.

9.1 Physical Assets

Responsibility	Yes/ No	For how many people?	Please describe the nature of the responsibility
9.1.1 Are you responsible for the day-to-day work allocation, supervision or co-ordination of staff?	Y	85	I am responsible for managing the staff in the warehouse, which includes allocating duties supervising when necessary, discipline, and grievance, and would be involved in recruitment. I would review all job applications, separate into shortlist and be involved with the interview procedure.
9.1.2 Are you responsible for the clinical or professional supervision of staff?	N		
9.1.3 Do you manage a group of staff within a department/function?	Y	85	I am responsible for managing the staff in the warehouse, which includes allocating duties supervising when necessary, discipline, and grievance, and would be involved in recruitment. I would review all job applications, separate into shortlist and be involved with the interview procedure. I am responsible to carry out staff PDP'S & 1 st & 2 nd level disciplines.
9.1.4 rtment/ function?	Y	12	I am responsible for managing a team of warehouse admin clerical staff & delegating their duties & making sure all admin jobs are completed.
9.1.5 Do you manage a number of departments/ functions?	N		

9.2 Training and Teaching

Responsibility	Yes/ No	For how many people?	Please describe the nature of the responsibility
9.2.1 Do you train new people in the department?	Y	70	I explain and train new starts in the use of various duties and machinery, which includes health and safety and standard operating procedures. Depending on which duties, this may involve using mechanical equipment to move chemicals and would therefore involve COSHH. This training would occur when required by the site.
9.2.2 Are you required to deliver formal training?	Y	70	I deliver training in, picking products and ensuring it's carried out to GMP standard. This training would occur when required by the department i.e. 4 – 6 times per year. This requires formal assessment & certification .

Responsibility	Yes/ No	For how many people?	Please describe the nature of the responsibility
9.2.3 Are you required to undertake work place assessments?	Y	70	I carry out PDP's for all full time staff in the warehouse & evaluations every 6 weeks on agency staff.
9.2.4 Are you responsible for the placement or allocation of staff or students?	N		
9.2.5 Is your role concerned with the delivery of core training or teaching as a significant responsibility?	N		
9.2.6 Is your role principally concerned with devising and delivering training programmes?	N		
9.2.7 Are you responsible for the overall management of the teaching or training function?	N	Not required	

9.3 Human Resource Advice

Responsibility	Yes/ No	For how many people?	Please describe the nature of the responsibility
9.3.1 Do you offer basic HR advice as part of your role?	N		
9.3.2 Are you responsible for giving core HR advice to managers?	N		
9.3.3 Do you deliver an HR service across a number of departments or services?	N		

Responsibility	Yes/ No	For how many people?	Please describe the nature of the responsibility
9.3.4 Are you responsible for a significant part of the HR function in your organisation?	N		
9.3.5 Do you have corporate responsibility for the HR function?	N		

10 INFORMATION RESOURCES

HELP This factor measures the responsibilities of the job for all forms of information resources and information systems (for example, computerised, paper based, microfiche). It takes account of whether the information is personally generated or not.

10.1 Information Production and Storage for other people

Responsibility	Yes/ No	Describe your involvement	How often (daily, weekly, monthly, yearly)
10.1.1 Are you required to make or word process clinical records, letters, reports etc. compiled by others?	N		
10.1.2 Are you required to complete a timesheet or similar records?	Y	I am required to complete time sheets hours & over time.	Daily/Weekly
10.1.3 Are you required to process data e.g. test results, statistics etc. compiled by others?	Y	I process time and attendance information for all warehouse staff. I key these on a daily basis and audit the input data on a weekly basis. In addition, I process all data/information for the evaluation of new warehouse staff. I process data for Stocktaking in Red-Prairie compiled by the warehouse staff after counts have been done. If any discrepancies I would check then past to the Stock manager (materials manager) to update.	Daily/Weekly Monthly
10.1.4 Are you responsible for the storage of data and for its distribution to others?	Y	I create & save reports on L drive. I save & file paper files in folders which I can retrieve for reference	Daily
10.1.5 Are you required to take and transcribe formal minutes?			

10.2 Use of computer software for design, development or data manipulation

Are you responsible for	Yes/ No	Describe your involvement	How often (daily, weekly, monthly, yearly)

Are you responsible for	Yes/ No	Describe your involvement	How often (daily, weekly, monthly, yearly)
10.2.1 The creation of spreadsheets, including the programming of formulae?	Y	<p>I prepare and update several spreadsheets – including, rotas, productivity monitors, asset registers, control logs.</p> <p>I create the shift update sheet which we use to monitor & control KPI'S.</p> <p>I create the hours & over time spread sheet, which enables me to keep track of employees hours worked, & overtime that has been completed.</p> <p>I create the agency op evaluation sheet to allow me to monitor new starts progress & suitability to the role.</p>	Daily
10.2.2 Manipulating data using spreadsheets, databases or other software?	Y	<p>I use spreadsheets to manage rotas and productivity info – KPI's to monitor shift performance – I also use Business Objects to manipulate data and create data in best format.</p> <p>I calculate operative's KPI'S by using business objects reports & shift update by working out how many lines are picked per hour against the targets set out.</p>	Daily
10.2.3 Creating designs, drawings, layouts using software; other computer aided design (CAD) work?	N		

10.3 System Design, Operation and Maintenance

Responsibility	Yes/ No	Describe your involvement	How often (daily, weekly, monthly, yearly)
10.3.1 Are you responsible for maintaining information systems/ installing software?	N		
10.3.2 Are you responsible for the adaptation, design or development of information systems?	N		
10.3.3 Are you responsible for the operation of information systems as a major job responsibility?	N		

Responsibility	Yes/ No	Describe your involvement	How often (daily, weekly, monthly, yearly)
10.3.4 Is the main part of your role the management of information systems?	N		
10.3.5 Do you have corporate responsibility for system development and management for your organisation or a number of organisations?	N		

11 RESEARCH AND DEVELOPMENT

11.1 This factor measures the responsibilities of the job for informal and formal clinical and/or non-clinical research and development activities underpinned by appropriate methodology and documentation, including formal testing or evaluation of drugs, or clinical or non-clinical equipment.

	Are you required to do any of the following?	Yes/ No	If Yes, how often do you do this per year?	How much time do you spend on it per year?
11.1.1	Carry out surveys?	N		%
11.1.2	Carry out audits?	Y	6 monthly	5%
11.1.3	Participate in R & D, clinical trials or equipment testing led by others?	N		%
11.1.4	Carry out research/development work which <i>is not</i> part of a formal research programme?	N		%
11.1.5	Carry out research/development work which <i>is</i> part of a formal research programme?	N		%
11.1.6	Carry out clinical trials?	N		%
11.1.7	Carry out your own equipment testing or adaptation?	Y	Racking / MHE Daily	5%
11.1.8	Co-ordinate/implement R & D programmes/activities?	N		%
11.1.9.i	Initiate & develop R & D programmes/activities?	N		%
11.1.9.ii	and do the programmes/activities impact on other trusts or organisations?			%
11.1.10	Secure funding for R & D programmes/activities?	N		%

Question number	<p>If you have said YES to any of the points in 11.1.1 to 11.1.10 on the previous page, please describe your involvement below, starting with the one that is the most applicable to your job . For easy reference, write the number you are describing e.g. 11.1.4 in the left hand column.</p>
11.1.2	<p>Carryout audits pick locations and placement of stock in the warehouse, ensuring that the areas are fit for purpose for example that all the CoSHH items have been positioned correctly, that the warehouse is kept in a clean working order that you can gain access to the areas and the pallet racking has not been damaged and is fit for purpose. In addition, Risk audits on key tasks carried out in the workplace.</p>
11.1.7	<p>I carry out equipment testing to ensure weight tolerance is correct for racking and that any damaged beams are identified and replaced. Also, ensure daily safety checks are made of 40 units of Manual Handling Equipment, e.g. Reach Trucks, Picking Trucks.</p>

12 FREEDOM TO ACT

HELP *This factor measures the extent to which the jobholder is required to be accountable for own actions and those of others, to use own initiative and act independently and the discretion allowed to the jobholder to take action. It takes account of any restrictions on the jobholder's freedom to act imposed by, for example, supervisory control, instructions, procedures, practices and policies, professional, technical or occupational codes of practice or other ethical guidelines.*

12.1 Supervision and management

	Yes/ No	Describe the supervision, management or guidance you receive
12.1.1 Is your work checked on a regular basis? (e.g. daily)	N	
12.1.2 Is your work checked on a sample/random basis?	N	
12.1.3 Is your work assessed at agreed intervals? (e.g. monthly, quarterly)	Y	Appraisals and annual review with line manager.
12.1.4 Is your supervisor/ manager generally close by or immediately contactable?	Y	Contactable by mobile phone if required which is rarely as I carryout my work load using my own initiative.
12.1.5 Is your supervisor/ manager generally only available at specific times?	N	
12.1.6 Do you refer to people outside the organisation for guidance?	N	
12.1.7 Are you a lead specialist, professional or expert in your field?	Y	Red-Prairie super user and only staff trained in Mesh-B battery charging equipment. I am a specialist in warehouse / supply chain NHS logistics which there are only six of us in Scotland

12.2 Describe the areas of responsibility where you would act yourself without asking for assistance

Ordering materials for stock

Dispatch of product's to RTC's

I am responsible for the security & health & safety of over 170 staff on site over at present over a two shift pattern which will be going over three shifts shortly managing time keeping & absence management for all these members of staff with time sheets & using the organisation's standard setting policy to allow me to achieve this.

I have to make judgement calls on orders being picked & whether to cut loads so we can make our tight delivery time if the pick operation falls behind I also have to make decisions on the goods in part of the operation whether pallets are safe to unload or not if the goods in area floor has enough space to operate in to allow me to unload lorries or have them park up until space becomes available.

I have to make unpopular decisions with regards to refusing holidays due to operational requirements.

12.3 Describe the areas of responsibility where you would ask for assistance

Discuss staffing issues regarding discipline and timekeeping issues with Shift Manager.

Discuss productivity and improvement plans with Operations Manager and Logistics Director

12.4 Constraints, policies and procedures

	Yes/ No	Describe the policies, guidelines, procedures or legislation that you are required to work within
12.4.1 Are there clear policies and procedures that you are not allowed to deviate from?	Y	Health & Safety COSHH Data protection
12.4.2 Are you required to work to policies and procedures (SOPs), but use your initiative when non-routine situations arise?	Y	I have to work within agreed Standing Operating Procedures but can use my discretion to prioritise tasks. I can make judgement calls on orders being picked & whether to cut loads so we can make our tight delivery time if the pick operation falls behind I have to work to a set OTIF figure which on occasion I have to decide whether to send a full load late or send a part load to make the set delivery time. I also have to make decisions on the goods in part of the operation whether pallets are safe to unload or not if the goods in area floor has enough space to operate in to allow me to unload lorries or have them park up until space becomes available I can make unpopular decisions with regards to refusing holidays due to operational requirements. I can authorise overtime when the operation requires it.

	Yes/ No	Describe the policies, guidelines, procedures or legislation that you are required to work within
12.4.3 Do you work to clear professional or occupational policies and are accountable for your own professional actions?	N	
12.4.4 Do you work to broad professional standards and have significant discretion to operate within these?	N	
12.4.5 Are you responsible for determining how certain broad policies should be put into practice?	N	
12.4.6 Are you required to take action based on your own interpretation of national policies/legislation/initiatives?	N	
12.4.7 Are you responsible for setting targets and goals for a department/division/service/organisation?	N	

13 PHYSICAL EFFORT

HELP This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space.

13.1 Does your job require any of the following

Job requirements	Yes/ No	Please give an example(s)	Average number of shifts per week	Number of times per shift	Average duration of each occurrence	Average weight
13.1.1 Lifting, pushing, pulling objects?	Y	Manual handling bags of heavy tote ,boxes - product,trays of bottles etc	5	10	3-5mins	15-25kgs
13.1.2 Bending, kneeling, crouching, stretching?	Y	Materials stored at different heights	5	10	3-5mins	Not required
13.1.3 Crawling, climbing?	N					Not required
13.1.4 Working in physically cramped conditions?	Y	Some parts of warehouse has limited movement due to closeness of shelving units	1	3	3-5mins	Not required
13.1.5 Working at heights?	Y	Using ladders, cherry picker, order picker to retrieve materials for orders	5	15	05-10mins	Not required
13.1.6 Standing/sitting with limited scope for movement for long periods?	Y	Many Red-Prairie tasks involve sitting at pc for long periods of time	5	4	20-30mins	Not required
13.1.7 Walking for substantial periods of time?						Not required
13.1.8 Making repetitive movements?	Y	Keyboard work	5	4	30-60mins	Not required

13.1.9 Controlled restraint? i.e. jobs requiring training/ certification in this	Y	Fork lift truck driving	5	2	15-30mins	Not required
13.1.10 Running?	N					Not required
13.1.11 Lifting weights/equipment with mechanical aids?	Y	Shifting pallets of product using MHE like LLOPS forklift trucks etc	5	15	3-5mins	250-350kgs
13.1.12 Clearing tables?	N					Not required
13.1.13 Manoeuvring/ manipulating objects/ people?	Y	Tables, filing cabinets,machinery	5	10	3-5mins	15-25kgs
13.1.14 Transferring people from bed to chair or similar?	N					
13.1.15 Lifting weights/ equipment without mechanical aids?	Y	Manual handling of product from pallets	5	15	3-5mins	15 – 25kgs
13.1.16 Manual digging?	N					Not required
13.1.17 Heavy-duty pot washing/oven cleaning?	N					Not required
13.1.18 Other, please specify						

14 MENTAL EFFORT

This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions) required for the job.

14.1 **Concentration** **Note:** * *This should be the total amount of time spent on this activity each shift.*

Describe the duties that you undertake that require concentration. List the most important first	How many shifts during the week	How long for on each shift*
Stock movement records to ensure correct quantities and batch numbers have been allocated	5	1-2hrs
Managing Picking of products – critical to ensure correct products reach Health Boards i.e. that correct batches are picked according to the pick lists and that if the product is required to be date checked, this is done correctly.	5	1-2hrs
Scheduling arrival of suppliers vehicles and ensuring un-loading of pallets is carried out is systematic basis.	5	1-2hrs
Planning resource requirements for shift and changing plans to accommodate urgent customer requests.	5	30 mins
Fork lift truck driving	5	2-3 hrs
Analyse & input data		

Describe the duties that you undertake that require concentration. List the most important first	How many shifts during the week	How long for on each shift*

14.2 Interruptions

If you are interrupted in the course of your work, describe the nature of the interruption and say whether you have to stop what you are doing to respond to the interruption and whether you have to re-prioritise your work as a result of it	How often each shift
<p>Urgent product request from the Health Boards for products that was required if I had a meeting arranged I would have to send my apology's or cancel it</p> <p>Urgent material request for either inbound stock or despatch to Health Boards - I would have to stop the task I was doing and ensure the urgent issue was resolved and make changes to any other relevant forecast and then go back to my original task.</p>	<p>1-2</p> <p>3-6</p>

15 EMOTIONAL EFFORT

This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

15.1 Please complete the table below, indicating whether you carry out the activities listed as examples.

Examples	Yes/ No	Number of occasions per week/month/year	Please describe, including the degree of involvement with the distressed/angry patient/client
15.1.1 Processing (e.g. typing/ transmitting) news of highly distressing events	N		
15.1.2 Providing a service for distressed/ angry patients/ clients/ staff	N		
15.1.3 Giving unwelcome news to patients/ clients/ carers/ staff	Y	2-5 per week 2-3per month Daily 2-3 per month	Refusal of annual leave or flexitime. Staff get upset Inform customers of delays of products or loads. Performance monitoring. Standard settings disciplines
15.1.4 Dealing with difficult situations/ circumstances	Y	1 – Week 2-3 per month	Disagreement amongst staff as to allocation of duties or change to rota. Standard settings
15.1.5 Designated to provide emotional support to front line staff	N		
15.1.6 Caring for the terminally ill	N		
15.1.7 Providing a therapy service to emotionally demanding patients/ clients/ staff	N		
15.1.8 Communicating life changing events to patients/ clients/ staff	N		
15.1.9 Dealing with people with challenging behaviour	Y	Daily	Dealing with supplier drivers who are arrive early and have to wait for booking slot, some become very emotional and get irate.

15.1.10 Arriving at the scene of a distressing incident	N		
15.1.11 Other	N		

16 WORKING CONDITIONS

This factor measures the demands arising from inevitably adverse environmental conditions (such as extreme heat/cold, smells, noise, fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carer).

16.1 **Please describe where you work. If you work in more than one area, state the percentage of time in each.**

Office, Warehouse & yard Office 30% Warehouse 50% Yard 20%

16.2 **Please complete the table below concerning the conditions in which you are required to work or illness/injury to which you are exposed.**

Are you required to use or are exposed to:	Yes/No	Frequency per week/month/year on average	Please describe the requirement
16.2.1 Using transport on a regular basis	N		
16.2.2 Using road transport in emergency situations	N		
16.2.3 Outdoor working	Y	Daily	Driving fork lift trucks and delivering/uplifting Waste including clinical-hazard waste
16.2.4 Using a computer/VDU for the majority of the shift	Y	Daily	Stock Issue's and receipting, purchasing and invoicing, E-mail 3-5 hrs daily
16.2.5 Extreme temperatures	N		
16.2.6 Unpleasant smells or odours	Y	Daily	Chemicals supplied to Health Boards – Chemicals used in Tote Wash caused by burst packaging.
16.2.7 Excessive noise or vibration	Y	Daily	Loading of roll cages onto vehicles
16.2.8 Dust or dirt	Y	Daily	Paper/cardboard from the materials stored in warehouses

16.2.9 A humid atmosphere	N		
16.2.10 Dangerous chemicals/ substances in containers	Y	Daily	Acids and Alkalines stored in warehouse due to burst packaging.
16.2.11 Aggressive verbal behaviour	N		
16.2.12 Unpleasant substances/ non household waste	N		
16.2.13 Severe weather conditions	Y	Seasonal	Out door work unloading and delivering orders
16.2.14 Noxious fumes	N		
16.2.15 Infectious materials or foul linen	Y	Daily	Clinical waste pick ups
16.2.16 Fleas and lice	N		
16.2.17 Bodily fluids, faeces, or vomit	N		
16.2.18 Aggressive physical behaviour	N		
16.2.19 Dangerous chemicals or substances that are <i>not</i> contained	N		
16.2.20 Life threatening hazards	N		

16.2.21 Other

N

APPENDIX 1 - ADDITIONAL GUIDANCE ON FACTOR 2 KNOWLEDGE, TRAINING & EXPERIENCE

General Points

Consider the main types of knowledge required for your work and state them under the most appropriate question heading, starting with the one that is the most central to your job (e.g. scientific knowledge for biochemists). Only list qualifications once, in the most relevant section (e.g. a nursing qualification in the clinical knowledge section).

Qualifications indicate that the level of knowledge required must be of *an equivalent* level to the stipulated qualification *not* that there is a requirement to hold any particular qualification. Training towards qualifications is a means of acquiring knowledge as is on-the-job training, short courses and practical experience. If a job does genuinely require the knowledge acquired through a specified formal qualification, then this should be recorded.

This factor measures the *minimum* knowledge required by a competent performer to do the job to the required standards. You may have different or higher qualifications than those required for the job, but these should not be included.

Where qualification and/or experience requirements for a job have changed over time, the current requirements should be entered. As it is the job that is evaluated, jobholders in post with previous qualifications are deemed to have achieved the current qualification level through on the job learning and experience. You may need to consult your line manager on the current

qualification and/or experience requirements that are actually needed for your post.

A Person Specification may set out the qualifications and experience required, but you should bear in mind that it may understate the knowledge actually needed to carry out the job because it is set at recruitment level on the expectation that the rest of the required knowledge will be acquired through on the job training and experience, for example, the person specifications for:

- Clerical posts typically state the recruitment level of knowledge as a number of GCSEs, whereas the actual knowledge requirement includes a range of clerical and administrative procedures.
- Managerial posts may state the recruitment level of knowledge as a number of GCSEs plus a specified period of health service experience, whereas the actual knowledge requirement includes the range of administrative procedures used by the team plus supervisory/managerial knowledge or experience.
- Healthcare jobs may state that a form of specialist knowledge is desirable, rather than essential, because the trust is willing to provide training in the particular specialist field.