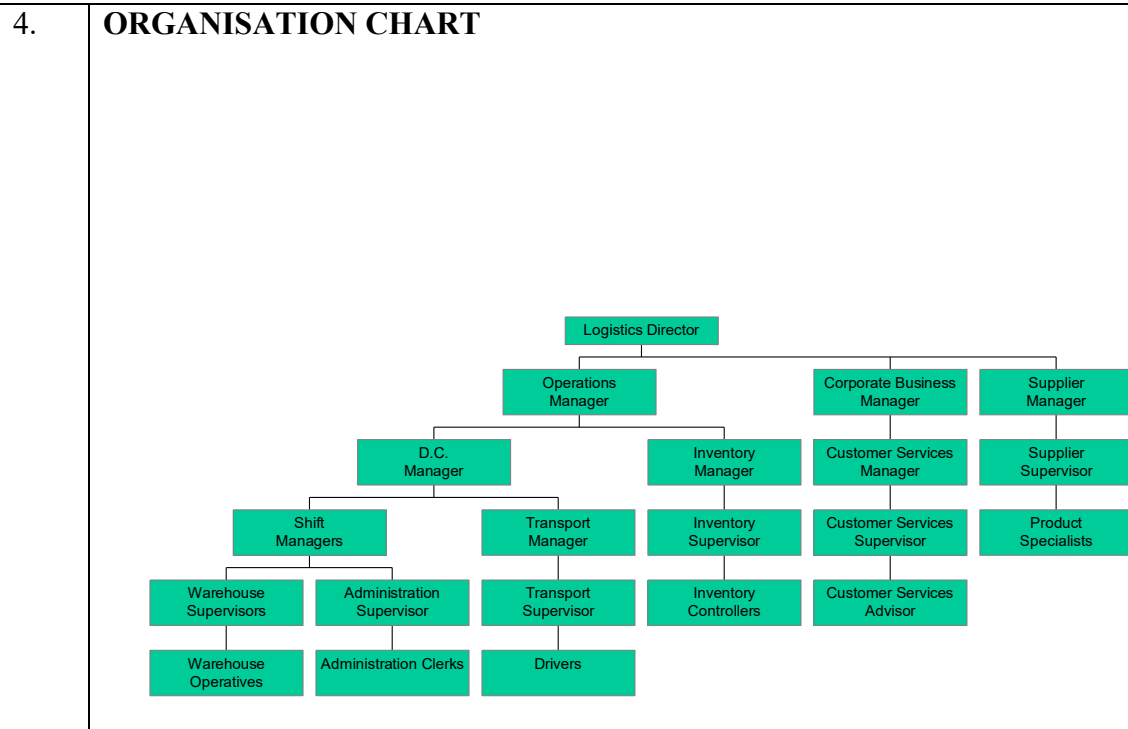


JOB DESCRIPTION

1.	JOB DETAILS	
	Job Title:	Warehouse Supervisor
	Job Holder:	Shift Manager
	Reporting Relationships:	
	Location:	Initially East Kilbride, locating to the main NDC within Glasgow/Lanarkshire Area towards end of 2006

2.	JOB PURPOSE	
		To lead and manage a team of Warehouse Operatives in such a way that the operational effectiveness of the business is maintained, and that all daily targets are met.

3.	DIMENSIONS																																													
		<p>The table below shows the key dimensional data for the logistics function as reflected within the Logistics Business Case. This case addresses both strategic and operational issues in order to modernise the existing service. The Logistics Business Case covers Phase 1 (years 0 to 3). Phases 2 and 3 are indicative and are outlined in the Outline Business Case.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Phase 1</th> <th style="text-align: center;">Phase 2</th> <th style="text-align: center;">Phase 3</th> </tr> </thead> <tbody> <tr> <td>Logistics turnover</td> <td style="text-align: center;">£115 m</td> <td style="text-align: center;">£220m</td> <td style="text-align: center;">£400m</td> </tr> <tr> <td>Annual operating costs</td> <td style="text-align: center;">£8 m</td> <td style="text-align: center;">£16m</td> <td style="text-align: center;">£30m</td> </tr> <tr> <td>Inventory holding</td> <td style="text-align: center;">£8 m</td> <td style="text-align: center;">£15m</td> <td style="text-align: center;">£32m</td> </tr> <tr> <td>staff</td> <td style="text-align: center;">240</td> <td style="text-align: center;">400</td> <td style="text-align: center;">600</td> </tr> <tr> <td>customers</td> <td style="text-align: center;">150,000</td> <td style="text-align: center;">150,000</td> <td style="text-align: center;">150,000</td> </tr> <tr> <td>warehouse</td> <td style="text-align: center;">100,000 ft sq</td> <td style="text-align: center;">100,000+</td> <td style="text-align: center;">100,000++</td> </tr> <tr> <td>suppliers</td> <td style="text-align: center;">5,000</td> <td style="text-align: center;">5000+</td> <td style="text-align: center;">5000++</td> </tr> <tr> <td>vehicle fleet</td> <td style="text-align: center;">37</td> <td style="text-align: center;">45</td> <td style="text-align: center;">50</td> </tr> <tr> <td>customer orders</td> <td style="text-align: center;">5,000,000</td> <td style="text-align: center;">8,000,000</td> <td style="text-align: center;">15,000,000</td> </tr> <tr> <td>Annual savings</td> <td style="text-align: center;">£13m</td> <td style="text-align: center;">£23m</td> <td style="text-align: center;">£40m</td> </tr> </tbody> </table>		Phase 1	Phase 2	Phase 3	Logistics turnover	£115 m	£220m	£400m	Annual operating costs	£8 m	£16m	£30m	Inventory holding	£8 m	£15m	£32m	staff	240	400	600	customers	150,000	150,000	150,000	warehouse	100,000 ft sq	100,000+	100,000++	suppliers	5,000	5000+	5000++	vehicle fleet	37	45	50	customer orders	5,000,000	8,000,000	15,000,000	Annual savings	£13m	£23m	£40m
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		<p>The post holder will be one of a team providing operational services to Customers across NHSScotland.</p>																																												



5. **ROLE OF THE DEPARTMENT**

The BPI programme has been tasked by the Chief Executive of NHSS to deliver recurring savings of £50 million per annum across the supply chain. The Logistics service comprises one of the key elements of the BPI programme. The Logistics service will work in conjunction with e-procurement and purchasing services to deliver this target.

Healthcare policy and infrastructure have a significant impact on the supply chain serving NHSS. Changes to healthcare policy have to be met by the development of a Logistics Strategy that is closely coupled with the Strategic Purchasing capability. This is fundamental to aligning service delivery with policy implementation, which can meet the needs of NHSS. The Logistics service has to be strategic and forward looking and involved early on in policy development to ensure that patient services are supported by high quality efficient logistics provision.

The current situation in NHSS is exactly the opposite of what is good practice and common in industry. NHSS has a very fragmented and poor logistics infrastructure, which makes it impossible to leverage any significant volume. It is not capable of meeting the needs of users and relies on distributors to provide much of the service. The distributors are in the main unsophisticated, costly, inefficient and do not perform at the level required.

A central distribution facility will be created to break bulk and supply products to all hospital wards and departments throughout Scotland. This facility will be

	<p>an in house operation run by NHSS, which will lead to a significant change in the way NHSS works with the supplier base. It will provide a modern logistics function able to handle the physical supply of consumable products to support health care delivery from supplier to ward level.</p>
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<p>6.</p>	<p>KEY RESULT AREAS</p> <ul style="list-style-type: none"> • Line management responsibility for the relevant human resources policies and practices e.g. recruitment, development, performance management etc. • Pick items of stock from the pallet racking, shelf or other predetermined area within the warehouse using the available picking methodology i.e. Radio Frequency terminals or picking list, to agreed productivity targets. • Use the Warehouse management system to assist in the location and retrieval of products. • Ensure work equipment is in good working order and report any defects. • Receive goods into the warehouse following the necessary procedures, completing the relevant documentation to the required standards and resolve queries and problems, liaising with the necessary departments where appropriate. • Sort loads in the marshalling area and load vehicles. • Be able to operate, where trained to do so, the necessary warehouse equipment. • Comply with the Warehouse Operating Procedures. • Monitor and maintain health, safety and security of self and others in own work area. • Promote and behave in a way consistent with NHSS Logistics' Vision and Values. • Establish and maintain communication with people about routine and daily activities overcoming any differences in communication between the people involved.
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	<ul style="list-style-type: none"> • Develop own knowledge and skills and contribute to the development of others. • Contribute to the implementation of services. • Support people's equality, diversity and rights. • Other duties within the general scope of the post and appropriate to the grading as may be required from time to time. • Responsible for the inventory accuracy including cycle counting, loss prevention, consistent standing financial instructions. • Responsible for the performance management of warehouse operatives.
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7.	<p>ASSIGNMENT AND REVIEW OF WORK</p> <p>System and Line Manager generated work programme</p>
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8.	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p>Internal (BPI structure)</p> <ul style="list-style-type: none"> • Other Operations staff • Inventory • Stock Audit • Customer Services <p>External</p> <ul style="list-style-type: none"> • Suppliers/Contractors
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9.	<p>MOST CHALLENGING PART OF THE JOB</p> <p>Motivating and leading staff whilst also having operational tasks</p>
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10. SYSTEMS

Software used

Warehouse Management Systems (WMS) – all operational, measurement and reporting

11. PHYSICAL, EMOTIONAL, MENTAL EFFORT

Physical

Operating within Warehouse environment utilising manual handling equipment such as fork trucks, pallet trolleys and lifting, carrying and laying down products

Emotional

Managing team of warehouse operatives

Mental

Ensuring performance levels are met to meet the demands of the Business

12 ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT

Equipment used – PC, Printer, Phone (s), bar code scanner, photocopier, manual handling equipment

Within warehouse operational environment supervising staff and operations

13. QUALIFICATION AND/OR EXPERIENCE SPECIFIED FOR THE POST BY THE EMPLOYING AUTHORITY

Communication skills
 Problem Solving skills
 Planning & Organising skills
 Knowledge of Health and Safety legislation
 Certificate in Management or equivalent is prerequisite
 Manual handling skills and awareness
 Good co-ordination and spatial awareness
 Capable of driving mechanical handling equipment
 Experience of working in a warehouse desirable
 Attention to detail

	<p>Working as part of a team Basic IT skills and awareness Pleasant, helpful attitude to all internal and external customers A minimum of five years of supervising and managing large teams in a FMCG environment.</p>	
14.	<p>JOB DESCRIPTION AGREEMENT</p> <p>Job Holders Signature:</p> <p>Signature:</p> <p>Title:</p>	<p>Date:</p> <p>Date:</p>