

NHS NATIONAL SERVICES SCOTLAND

JOB DESCRIPTION

1. JOB DETAILS

Job Title	Warehouse Supervisor
Immediate Senior Officer/ Line Manager	Shift Manager
Department	NP Logistics
SBU	PCF
Location	NDC Canderside / Eurocentral
CAJE Reference	LOGG020

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

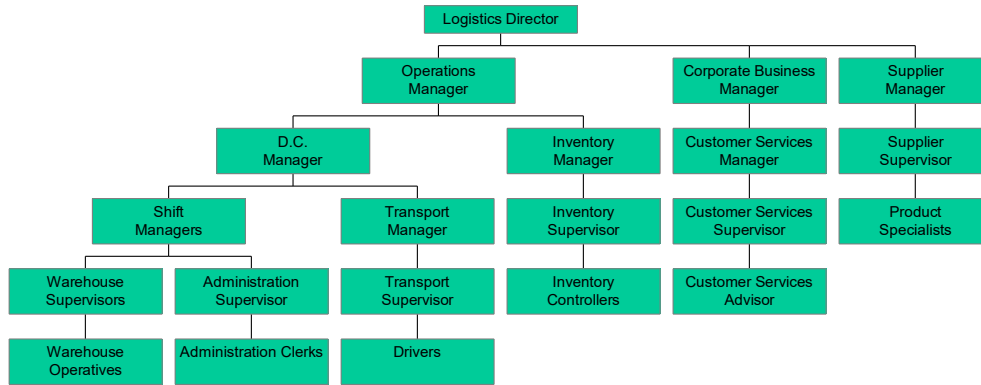
The table below shows the key dimensional data for the logistics function as reflected within the Logistics Business Case. This case addresses both strategic and operational issues in order to modernise the existing service. The Logistics Business Case covers Phase 1 (years 0 to 3). Phases 2 and 3 are indicative and are outlined in the Outline Business Case.

	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

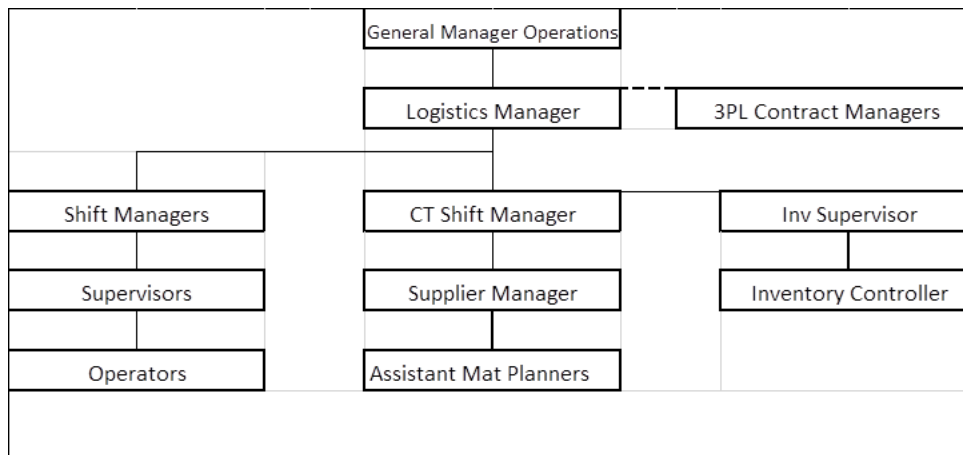
The post holder will be one of a team providing operational services to Customers across NHSScotland.

4. ORGANISATION CHART

CANDERSIDE



EUROCENTRAL



5. ROLE OF THE DEPARTMENT

The new National Procurement Davison (NP) is underpinned by the need for buying organizations and stakeholder communities to source goods and services more strategically and in a way that fully leverages NHSScotland's substantial spending power. Not only can such savings be captured and sustained, but the quality of products and services provided to the Service from suppliers can also be significantly improved. Given the savings realized to date, target annualized savings have been increased from around £30M per annum to £50M per annum by the start of the 2006/7 financial year. Critical to the delivery of these savings and to the service improvement targets, is the investment in staff, improved processes, better-enabled systems, and a re-aligned national procurement organization. More specifically, the NHSS has recognized the need to invest in an improved strategic sourcing capability, better logistics, change management and the implementation of eProcurement Scotl@nd technologies and methodology.

National Procurement will be organized to best manage end-to-end supply chain processes for all those goods and services considered within scope. Initially the focus will be strategic sourcing and supplier relationship management; logistics (in-bound distribution and stock management); and eProcurement (transactional purchasing and payment processes). National Procurement will also take a lead role in the capability development of existing staff within Procurement and the resourcing of additional expertise .NP will establish support services for the core functions and become a centre of excellence for performance management (people and culture, benefits tracking, MIS and KPI's) and for eSourcing (notably eAuctions and eTendering).

Although NP will be led and managed within National Services Scotland (NSS), it will operate in close collaboration with managers and Procurement Staff within the Regional Confederations, Health Boards, Special Health Boards and the Scottish Procurement Directorate. From a Logistics perspective, it will seek to best manage a number of related processes – operations management and resource planning, develop 'best in class' business processes resulting in a world class logistics service to NHSS. It will work with Health Board procurement representatives, to agree and implement best logistics practice at both national

and local levels. It will also seek to make best use of existing expertise and systems, to develop capability either by personal development or recruitment and to encourage investment in value-adding technologies and process redesign.

Logistics Resilience Services from Eurocentral provide a comprehensive, professional varied support service for stakeholders across NHS Scotland Territorial and Special Health Boards and Scottish Government Health. Providing control tower for Scottish Government Resilience and Business Management Division, tracking of NP logistics transport fleet, loose equipment assets, annex storage and stock movements from each site to all NHSS Health Boards and providing the lead for special logistics projects e.g. new build, peak, additional revenue options i.e. cross dock, high value lines, health and social care.

6. KEY RESULT AREAS

1. Line management responsibility for the relevant human resources policies and practices e.g. recruitment, development, performance management etc.
2. 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.
3. Use the Warehouse management system to assist in the location and retrieval of products.
4. Ensure work equipment is in good working order and report any defects.
5. 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.
6. Sort loads in the marshalling area and load vehicles.
7. Be able to operate, where trained to do so, the necessary warehouse equipment.
8. Comply with the Warehouse Operating Procedures.
9. Monitor and maintain health, safety and security of self and others in own work area.
10. Promote and behave in a way consistent with NHSS Logistics' Vision and Values
11. Establish and maintain communication with people about routine and daily activities overcoming any differences in communication between the people involved.
12. Develop own knowledge and skills and contribute to the development of others.
13. Contribute to the implementation of services.
14. Support people's equality, diversity and rights.
15. Other duties within the general scope of the post and appropriate to the grading as may be required from time to time.
16. Responsible for the inventory accuracy including cycle counting, loss prevention, consistent standing financial instructions.
17. Responsible for the performance management of warehouse operatives.

7. ASSIGNMENT AND REVIEW OF WORK

- System and Line Manager generated work programme

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal (BPI structure)

- Other Operations staff
- Inventory
- Stock Audit
- Customer Services

External

- Suppliers/Contractors

9. MOST CHALLENGING PART OF THE JOB

- Motivating and leading staff whilst also having operational tasks.

10. SYSTEMS

Software used:

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

11. WORKING ENVIRONMENT AND EFFORT

Physical Effort

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

Mental Effort

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

Emotional Effort

- Managing team of warehouse operatives.

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. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

Demonstrable experience of supervising and managing large teams in a FMCG environment.

- 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
- Working as part of a team
- Basic IT skills and awareness
- Pleasant, helpful attitude to all internal and external customers

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each postholder to whom the job description applies.

Postholder Signature:	<input type="text"/>	Date:	<input type="text"/>
Postholder Print:	<input type="text"/>		
Manager Signature:	<input type="text"/>	Date:	<input type="text"/>
Manager Print:	<input type="text"/>		
Manager Title:	<input type="text"/>		