

Job Title:	Ward Inventory Clerk
Department:	Finance/Procurement
Grade:	Band 3
Base:	Stanmore, with travel to Bolsover Street site
Hours:	37.5 hours (full-time)
Responsible to:	Supply Chain & Logistics Manager
Accountable to:	Head of Procurement
Key relationships	Ward managers, Dept. heads, NHS Supply chain, NHSE&I, NHS England, NCL ICS, ICPT (Infection control & prevention team), PPE committee, COVID command team, all Trust clinical service teams, Finance, H&S.

Job Purpose

The role of a ward inventory clerk is to maintain an agreed level of stock and non-stock items for the wards and departments, this will involve in determining the stock range, stock replenishment and agree the par levels and to prevent stock shortages and avoiding holding excess stock.

The post holder will be required to place orders with NHS Supply chain or direct to the suppliers as necessary, utilising the systems in place to order the goods.

The post holder will be required to resolve discrepancies, solve problems, stock rotation and stock take, contact suppliers and relay information to ward and departmental managers.

The WIC will be work closely with the Procurement team when working to rationalise and standardise ward consumables.

The role holder will be required to support and assist the Receipt and Distribution team as needed.

The post will involve an element of manual work, pushing and pulling cages, unloading cages from delivery vehicles, unpacking, stock delivering and replenishing the stock units/shelves and disposing of packaging.

Main Duties and Responsibilities

The list of duties set out below aims to outline the range of tasks and responsibilities and is, therefore, not exhaustive. Develop an excellent relationship with all internal customers

within the Trust; to deliver a high quality, effective and client focused materials deliver service to all wards and departments of the Trust.

- Operate NHS Supply Chain eDC (electronic data capture) and eDC GOLD for materials management system
- Use NHS Supply Chain Online ordering system and hardware (hand held bar code readers – PDA's)
- Use EFinancials and E-Procurement systems for non-stock materials management and any new systems as developed e.g. Inventory management digital solutions.
- Count, deliver and put away ward and department stock (including NHS Supply Chain items and non-stock items).
- Ensuring the stock rooms are correctly labelled and ensuring that stock rotation is continuously carried out.
- Ensure deliveries are correct against requirements, including unit of issue, investigation and resolution of discrepancies.
- Prioritise workload in accordance with daily demands, ensuring targets are achieved, act on emergencies as required, respond to changing circumstances. Maintain high levels of concentration and focus.
- Follow materials management policies and procedures, including calculating and agreeing stock levels with ward managers
- Follow the materials management monitoring procedure and carry out stock reviews to ensure stock levels are appropriate and accurate. Record and update all changes on purchase ordering system. Ensure amendments are signed off by ward/department manager in line with Trust Standing Financial Instructions.
- Analyse and report data on usage and spend of all materials managed goods
- Assist in the process for product recalls and Medical Device Alerts
- 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
- Respond to NHS hazard notices (Medical device alerts), appropriately.
- Maintain accurate and tidy records where necessary
- To be aware of and follow Trust moving and handling policies and procedures
- Respond immediately to urgent, potentially life-saving, requests for medical supplies
- To assist in clinical trials as when required with the guidance from the Buyer/Senior Buyer.
- To assist the Goods Receiving Officer under guidance from the R&D Supervisor
- To be able to use Insight and ICS systems to resolve queries and prepare stock for the next days planned surgery discussed at the daily Theatre planning meeting using the "Predictor" tool.
- To apply the Trust "Loan kit" processes for incoming and outgoing loan kits from external suppliers ensuring arrival and collection communications are applied and followed.
- To be able to check the "Loan kit" diary and discuss upcoming operations and the kit booked with clinicians and Theatre staff.
- To manage the Bespoke prosthesis delivered into the Trust via external suppliers, applying the Trust process, as per the Trust SFI's and the Caldicott privacy policy/Clinical governance rules.
- Participate in the Trusts bi-annual stock take, as per the Trust stock taking protocols in line with SFI's and audit parameters.

Safeguarding Children and Vulnerable Adults at Risk

The Trust recognises its duty to safeguard and promote the welfare of children, young people and adults. Staff must at all times treat patients with dignity and respect protecting, young people and adults at risk from abuse and neglect

Employees have a responsibility to ensure that prompt and appropriate action is taken when concerns have been made about a child, young person or adults at risk. Employees should be aware of their responsibilities as detailed in the Local Safeguarding Children Procedures and Safeguarding Adults at Risk Policy.

The Trust will assist you by providing mandatory training, support and advice.

Safeguarding children and adults is everyone's business

I.T. Skills

All staff are required to demonstrate a level of IT literacy skills appropriate to their job, as the use of IT is fundamental in delivering good quality efficient health care.

Effort and Environment

The following information has been designed to assist the recording of the effort and environment factors required for Agenda for Change.

- **Physical**

Standing, sitting, walking, use of manual handling equipment, handheld devices, VDU and Keyboard and other office equipment e.g. data capture equipment.

Frequent VDU & handheld device use

Daily requirement for light to heavy physical effort.

- **Mental**

Frequent periods of concentration.

Ability to manage interruptions.

Attention to detail and accuracy when inputting data.

- **Emotional**

May occasionally deal with sensitive issues, and/or support staff who may be upset or in distress.

- **Working conditions**

Occasionally exposed to dust, dirt and obnoxious smells.

Using a VDU, keyboard and PDA on a daily basis.

Use of manual handling equipment on a daily basis.
Working in confined spaces in some wards and departments.

Assuming normal Health and Safety standards are met.

Driving to and from work is not included.

Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Royal National Orthopaedic Hospital NHS Trust.

Professional conduct

The post holder must comply with the Code of Professional Conduct applicable to their profession.

Risk Management

The Royal National Orthopaedic Hospital NHS Trust strives to take a holistic approach to the management of risk; Health and Safety, Caldicott, Corporate and Clinical Governance requirements are all elements of risk management.

Risk management is fundamental in ensuring the safety of all whilst on Trust premises and in ensuring that a high level of quality care is continually provided. To support staff in the management of risk, the Trust provides training programmes and facilitates staff in the use of risk management identification tools. In turn, individuals are responsible for ensuring that they attend training sessions and adhere to the Trust's policies and procedures, which includes the reporting of incidents, both actual and near miss.

Health and Safety at Work Act

Under the provisions of the Health and Safety at Work Act 1974 it is the duty of every employee to:

- Take reasonable care of themselves and of others who may be affected by their acts or omissions.
- Co-operate with their employer in ensuring that all statutory and other requirements are complied with.

Clinical Governance

All staff must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department as directed by their line manager.

Confidentiality

Post-holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection 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.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness or disability. We aim to provide a non-judgemental service at all times.

No Smoking Policy

The Trust prohibits smoking in all of their buildings and premises.

Person Specification

Description	Essential	Desirable	A/I
Communication & Relationship Skills	<p>Excellent communication skills required</p> <p>Ability to engage with staff groups and implement agreed actions</p> <p>Organisational skills</p> <p>A focus on delivering excellent customer service</p> <p>Ability to integrate & work in a team environment</p> <p>IT skills (use of Microsoft Outlook, Word, Excel, Project, Power-point and also web-based searches)</p> <p>Excellent interpersonal skills</p> <p>Data presentation</p>	<p>To be able to develop key working relationships with a wide range of RNOH Trust staff and external representatives, ensuring that effective communication occurs – this includes establishing good working relationships with procurement staff & clinical leads within the organisation in order to provide an effective service at all times</p>	
Knowledge, Training & Experience	<p>A-level or NVQ L3 or equivalent experience of min 2 years in a related environment</p> <p>Inventory Management skills</p> <p>Experience of distribution & storage of high turnover critical stock lines</p> <p>IT skills (use of Microsoft Outlook, Word, Excel, Project, Power-point and also web-based searches).</p> <p>Understanding procurement processes and methodology.</p> <p>Understanding of eProcurement and ability to raise purchase orders.</p> <p>To be able to run-back order checks and to avoid stock out situations.</p> <p>Working relationship with key suppliers e.g. NHS supply chain</p> <p>Basic awareness of Health and Safety in the workplace</p>	<p>Experience of working a dynamic stores environment.</p> <p>Broad knowledge of NHS</p> <p>Min 2 years in Materials management or working in an NHS environment.</p> <p>Knowledge of clinical stock</p> <p>NHS supply chain online system</p> <p>Experience and knowledge of PPE stock and ability to understand the current circumstances around the global pandemic.</p> <p>Working in the Public sector experience.</p> <p>Continued Professional Development Record.</p>	
Analytical & Judgment Skills	<p>Ability to identify problems, use initiative and act appropriately to maintain an efficient service within recognised boundaries</p>	<p>Forward thinking</p> <p>Innovative</p>	

	<p>Results orientated</p> <p>Ability to prioritise workload</p> <p>Methodical and diligent with the aptitude to accurately scrutinise large volumes of data.</p> <p>Data presentation</p>	Process mapping skills (SOP)	
Planning & Organisational Skills	<p>Ability to work as part of a Team to set deadlines</p> <p>Forward thinking</p> <p>Experience of distribution & storage of constantly moving critical stock lines</p> <p>A focus on delivering excellent customer service</p> <p>Ability to prioritise workload</p> <p>.</p>	<p>Punctual and dependable</p> <p>Willing to undertake and give Training, including 2-way feedback.</p> <p>Ability to engage with staff groups and implement agreed actions</p>	
IT skills	<p>IT skills (use of Microsoft Outlook, Word, Excel, Project, Power-point and also web-based searches).</p> <p>Experience of using hand held devices such as PDA's or tablets</p>	<p>NHS supply chain online system.</p> <p>Knowledge and experience of Public sector web based platforms and web portals.</p>	
Responsibility for Policy/Service Development	<p>To promote a culture of continuous improvement in the procurement and supply chain function.</p> <p>To ensure that services provided are responsive to service needs and that their workload is managed consistently, in response to fluctuating demands.</p> <p>To promote safe work areas are maintained for ensuring the most efficient use of resources and working practices.</p> <p>To promote a positive Health and Safety culture and ensure all works are undertaken with the highest regard to the safety of staff, patients, visitors and contractors.</p>	<p>To understand and be able to apply the Trust business continuity plans (BCP) when and where required.</p> <p>To understand and be able to apply the Trust policy on information governance.</p>	

	<p>To ensure the Trusts information governance policy, especially concerning rules on patient confidentiality are maintained and reviewed regularly.</p> <p>Process mapping skills (SOP) for updating and annual review and for training purposes.</p>		
Responsibility for financial & physical resources	<p>To comply with all statutory regulations, procedures and standing financial instructions in line with Trust, NHS Supply Chain and Regional and National (NHS England and Improvement – NHSE&I) policies and protocols.</p> <p>To demonstrate duties to new starters and others as part of the WIC team, ensuring SOP's & training manuals required are up to date for training as well as audit purposes</p> <p>To understand and be able to apply the Trust business continuity plans (BCP) when and where required.</p>		
Responsibility for Research & Development	n/a		
Freedom to Act	<p>To undertake other duties as requested by the Supply chain & Logistics Manager or Head of Procurement.</p> <p>To respond to requests or to request "mutual aid" from the Trusts NCL partner organisations.</p>		
Mental Effort	Attention to detail when entering or reviewing data for accurate data entry into I.T. Systems or running reports.		

	<p>Maintaining accuracy and effectiveness when dealing with a variety of interruptions.</p> <p>Accurate calculation of costs, savings and interpretation of submitted specifications, quotations and other data sets from internal staff or external suppliers</p>		
Emotional Effort	<p>Use of tact and diplomacy when dealing with internal Trust enquiries and complaints and staffing issues.</p> <p>Use of tact and diplomacy when dealing with external enquiries and complaints and issues concerning members of the public or other types of visitors to the Trust, e.g. delivery drivers or collection drivers or supplier representatives including visiting surgeons and/or clinical teams.</p>		