

**SAINT FRANCIS HOSPICE**

**JOB DESCRIPTION**

<b>JOB TITLE</b>	Supplies Clerk
<b>GRADE</b>	Band 3
<b>HOURS OF DUTY</b>	22.5 per week, 8.30am to 5.30pm
<b>REPORTS TO</b>	Procurement Manager
<b>KEY RELATIONSHIPS</b>	Hospice and Retail staff, and external suppliers.

**JOB SUMMARY**

The post-holder will be responsible for the purchasing of both stock and non-stock items; to co-ordinate deliveries and assist in arranging service and maintenance visits.

Under the direction of the Procurement Manager; the post holder will work closely with external suppliers to order and purchase supplies.

**MAIN DUTIES AND RESPONSIBILITIES**

To act as the initial day to day contact point for hospice wide purchasing queries

To process non-stock requisitions in line with the Financial Authorisation and Procurement Policies.

Co-ordinate and check deliveries against the original requisition; deal with late deliveries; investigate any shorts and damages; ensuring that non-received items are not paid for and arrange collection of damaged items and co-ordinate replacements.

Organise/compile and place regular NHS Logistics and stationery orders, Ensuring that stock levels are maintained.

Research alternative products / suppliers to help identify products for purchase rationalisation and to ensure that best price is always obtained.

Check invoices and delivery notes against requisitions to ensure that the goods have been received.

Maintain stock levels for specific supplies i.e. nurses uniforms; oxygen

Responsible for procuring and safe delivery of expensive equipment and supplies under the direction of the Procurement Manager and / or the Service Manager.

Contact suppliers with specification/pricing/delivery queries under the direction of

the Procurement Manager.

Support the Organisational digital procurement process; provide practical training and support to users of the Finance System (Ipllicit)

Provide practical training and support to new or less experienced users of the franking machine; and ensure that the credit is topped up

Work with HR to ensure that new starters have appropriate equipment required for their role, uniforms, name badges etc.

Arrange servicing and maintenance visits of the Clinical and Estates equipment, in accordance with the statutory maintenance records

Ensure Supplies Department supports the move to digitalisation of documentation

## **ADDITIONAL REQUIREMENTS OF POSTHOLDER**

**SENSITIVITY AND PROFESSIONALISM:** As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

**CONFIDENTIALITY:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

**DATA PROTECTION:** It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

**EQUAL OPPORTUNITIES:** The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

**HEALTH AND SAFETY:** All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

**HOSPICE IDENTITY BADGES:** Hospice ID badges must be worn at all times whilst on duty.

**SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

### **REGISTRATION COMPLIANCE/CODE OF CONDUCT:**

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

**WORKING TIME REGULATIONS:** The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

*Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.*

*The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures. In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.*

## PERSON SPECIFICATION

### SUPPLIES CLERK

E = ESSENTIAL	D = DESIRABLE
<b>Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning</b>	
<p><b>Supportive</b> - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p><b>Compassionate</b> - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p><b>Inclusive and Respectful</b> - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p><b>Professional</b> - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p><b>Always Learning</b> - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	<b>E</b>
<b>Qualifications &amp; Training</b>	
Able to demonstrate education to good academic standard including GCSE / BTEC equivalent of English and Mathematics.	<b>E</b>
<b>Skills/Abilities/Knowledge</b>	
Strong interpersonal skills with ability to communicate effectively with suppliers and hospice staff	<b>E</b>
Able to maintain professional standards, implement policies and to work to set standards and procedures	<b>E</b>
Able to work on a number of procurement projects simultaneously, prioritising and planning to ensure all "customers" receive a good service	<b>E</b>
<b>Experience</b>	
Experience of Supplies service provision	<b>E</b>
Experience of maintaining stock levels	<b>E</b>
Experience of Microsoft Office Software (Word, Excel & Outlook)	<b>E</b>
Experience of working within budget constraints with financial awareness to ensure best value.	<b>E</b>
Experience of managing own workload within set deadlines with the ability to escalate issues and adjust own working schedules to meet	<b>E</b>

Department deadlines.		
<b>Other Requirements</b>		
Ability deal with confidential information	<b>E</b>	
Willingness to take on new responsibilities and respond positively to change	<b>E</b>	
Ability to demonstrate good customer service skills by responding to queries and resolve problems in a timely manner	<b>E</b>	
Attention to detail with ability to accurately record large volumes of information	<b>E</b>	
Tact, diplomacy and a sense of humour		<b>D</b>
Self-motivated with the ability to adapt, change and work flexibly		<b>D</b>