

Warehouse Operative/Driver Charge-hand Band 3



JOB DESCRIPTION

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| JOB TITLE | Warehouse Operative/Driver Charge-hand |
| BAND | 3 |
| DIRECTORATE | Operations |
| INITIAL LOCATION | Greater Belfast area |
| REPORTS TO | Warehouse Operative/Driver Supervisor Band 4 |
| ACCOUNTABLE TO | Head of Logistics |

JOB SUMMARY

The post holder will be responsible for driving vehicles that fall within a category C License on a rotational basis and take charge of the other warehouse/driver operatives.

The CECS Warehouse Operative/Driver Charge-hand will assist the supervisor in the day to day supervision of a team of CECS Warehouse/driver operatives. The post holder will assist the supervisor to maintain the distribution cycle to include intake, receipt, putaway, replenishment picking marshalling, despatch and delivery, as well as decontamination of all returned items

The Community Equipment and Continence Service (CECS) provides daily living equipment and continence home delivery service to clients across Health and Social Care Northern Ireland. The CECS provides a receipt, storage, issue, distribution, retrieval and decontamination of daily living equipment, and includes continence products home delivery & collection service. The post holder will work as part of a dedicated team to provide an efficient and effective service to HSCNI Customers.

KEY DUTIES / RESPONSIBILITIES

- Drive any vehicle allocated within the limits of his/her driving licence in a careful, lawful manner with special reference to the equipment being carried. Operate lifts and ramps on vehicles
- Carry out daily routine vehicle checks of their vehicle and log all journeys and report all vehicle defects immediately. Ensure fuel usage is recorded accurately.
- Wash the vehicle and ensure that the interior is kept clean and tidy.
- Ensure that an Accident Report Form is completed and submitted at the earliest possible opportunity and in any event not later than 48 hours from the date of any accident, however minor, involving the vehicle in his/her charge.
- Carry out routine inspections of the vehicle defects to ensure compliance and appropriate maintenance of the vehicle fleet.
- Ensure that details of all petrol and oil drawn are recorded in the vehicle log book or database and the supporting receipts are passed to the supervisor.
- Maintain an accurate and up-to-date record of all individual journeys in the vehicle log book or database.
- Report and escalate vehicle defects as soon as possible.
- Deliver, Assemble, Demonstrate, Collect and Dismantle Parcels, Equipment and any other commodity as required. This includes obtaining the signature from client or facility manager.
- Undertake duties in accordance with Warehouse Operational Procedures and Working Instructions to include the use of Barcode scanners.
- Deputise for the Warehouse/Driver Supervisors as and when required.
- Ensure all receipts of incoming stock/non-stock goods from suppliers are verified for quantity and quality, and ensure all discrepancies and damages are reported as per procedures.
- Access, Update and maintain logistics systems to ensure accurate inventory..
- Assist in the planning, organising and review of the delivery schedule to ensure that maximum efficiency is achieved and maintained with regard to Route scheduling, vehicle loading and customer service.
- Organise workflow and ensure that all new and returnable equipment has an audit trail by the use of bar code scanners utilising the designated computer system.
- Ensure effective decontamination of all returned items complying with quality control and assurance standards. Disposing of all condemned items. Maintaining documentation to support audit requirements.
- Assist with the stock checks to include perpetual and year end stock taking routines.

- Ensure the Warehouse is kept in a clean and tidy condition and free from obstruction. Aware of and comply with Health and Safety at Work Act, COISHH Regulations and any associated safe working practices or procedures which may be introduced.
- Ensure all routine checks on Mechanical Handling Equipment used in the Warehouse are carried out and any defects or deficiencies are reported and any remedial action implemented to rectify the fault.
- Ensure all staff wear protective clothing/footwear where provided.
- Adherence to Fire and Safety requirements and associated procedures and attend training and fire drills as required. Enforce Health & Safety policy guidelines throughout the warehouse to include PPE, manual handling use of MHE and safe storage of goods.
- Develop and maintain good industrial relations within the warehouse by effective staff management policies. Promote team working and empowerment of staff within delegated areas of responsibility.

HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES

The Organisation supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

1. Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
2. Ensure access to skills and personal development through appropriate training and support.
3. Promote a culture of openness and honesty to enable shared learning.
4. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
5. Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values.

RAISING CONCERNS - RESPONSIBILITIES

6. The post holder will promote and support effective team working, fostering a culture of openness and transparency.
7. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the Trust's 'Your Right to Raise a Concern (Whistleblowing)' policy and their professional code of conduct, where applicable.

GENERAL REQUIREMENTS

The post holder will be required to:

6. Ensure The Organisation's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
7. Co-operate fully with the implementation of The Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
8. Adhere at all times to all Trust policies/codes of conduct, including for example:
 - Smoke Free policy
 - IT Security Policy and Code of Conduct
 - standards of attendance, appearance and behaviour
9. Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
10. Co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.
11. All employees of the The Organisation are legally responsible for all records held, created or used as part of their business within the [org name] including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the [org name] policy and procedures on records management and to seek advice if in doubt.
12. Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
13. Represent The Organisation's commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within The Organisation's area, as needs of the service demand.

Jan 22

PERSONNEL SPECIFICATION

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|---------------------------------|--|----------|----------------|
| JOB TITLE AND BAND | Warehouse Operative/Driver Charge-hand Band 3 | | |
| DEPARTMENT / DIRECTORATE | Operations | | |
| SALARY | £20,330 | - | £21,777 |
| HOURS | 37.5 | | |

Jan 22

Notes to applicants:

1. *You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
2. *Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note The Organisation reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
3. *Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

| Factor | Criteria | Method of Assessment |
|---------------------------------------|---|-------------------------------------|
| Experience/ Qualifications | 2 Years' Experience in a Procurement/ Logistics environment OR Three GCSE's or equivalent (including GCSE English Language and GCSE Maths (Grades A* to C) AND 18 months Experience in a Procurement/ Logistics | Shortlisting by Application Form |
| Other | All applicants must HOLD a Valid Category C Driving Licence to use in the UK | Shortlisting by Application Form |

SECTION 2: The following are **ESSENTIAL** criteria which will be measured during the interview/ selection stage:

| | | |
|---------------------------------------|---|------------------|
| Skills / Abilities / Knowledge | <p><i>Working knowledge and competency using Microsoft Office or equivalent for the purposes of data input, stock management etc.</i></p> <p><i>Ability to deliver clear instructions to team members</i></p> <p><i>Ability to work as part of a team.</i></p> <p><i>Ability to work to set deadlines.</i></p> <p><i>Ability to communicate effectively to meet the needs of the service.</i></p> <p><i>Effective planning and organisational skills</i></p> <p><i>Understanding of Working Time Regulations and Drivers hours as per license requirements.</i></p> | Interview / Test |
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DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

| Factor | Criteria | Method of Assessment |
|-----------------------|---|----------------------------------|
| Experience | 1 years' experience of driving a Category C License vehicle for deliveries and collections. | Shortlisting by Application Form |
| Qualifications | Valid License to drive a Counterbalance Truck or Reach Truck | Shortlisting by Application Form |

As part of the Recruitment & Selection process it may be necessary for The Organisation to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.

THE ORGANISATION IS AN EQUAL OPPORTUNITIES EMPLOYER
Successful applicants may be required to attend for a Health Assessment

| HSC Value | What does this mean? | What does this look like in practice? - Behaviours |
|--|--|---|
|  <p>Working Together</p> | <p>We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p> | <ul style="list-style-type: none"> • I work with others and value everyone’s contribution • I treat people with respect and dignity • I work as part of a team looking for opportunities to support and help people in both my own and other teams • I actively engage people on issues that affect them • I look for feedback and examples of good practice, aiming to improve where possible |
|  <p>Compassion</p> | <p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p> | <ul style="list-style-type: none"> • I am sensitive to the different needs and feelings of others and treat people with kindness • I learn from others by listening carefully to them • I look after my own health and well-being so that I can care for and support others |
|  <p>Excellence</p> | <p>We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high-quality, compassionate care and support.</p> | <ul style="list-style-type: none"> • I put the people I care for and support at the centre of all I do to make a difference • I take responsibility for my decisions and actions • I commit to best practice and sharing learning, while continually learning and developing • I try to improve by asking ‘could we do this better?’ |
|  <p>Openness & Honesty</p> | <p>We are open and honest with each other and act with integrity and candour.</p> | <ul style="list-style-type: none"> • I am open and honest in order to develop trusting relationships • I ask someone for help when needed • I speak up if I have concerns • I challenge inappropriate or unacceptable behaviour and practice |

All staff are expected to display the HSC Values at all times

