

Warehouse Operative/Driver Supervisor Band 4



Working together



Excellence



Openness & Honesty



Compassion

JOB DESCRIPTION

JOB TITLE	Warehouse Operative/Driver Supervisor
BAND	4
DIRECTORATE	Operations
INITIAL LOCATION	Greater Belfast area
REPORTS TO	Transport Manager
ACCOUNTABLE TO	Head of Logistics

JOB SUMMARY

The post holder will be responsible for driving vehicles that fall within a category C+E License on a rotational basis and work within the warehouse.

The BSO Warehouse Operative/Driver Supervisor will undertake various roles as directed the Transport Manager to maintain the distribution cycle to include intake, receipt, putaway, replenishment picking marshalling, despatch and delivery of all items and legal compliance.

Supervise all staff associated with marshalling and distribution functions of the logistics operation to ensure that all tasks are undertaken in the most efficient and effective manner possible. BSO General Stock Services (GSS) provides warehousing and deliveries to clients across Health and Social Care Northern Ireland. The post holder will work as part of a dedicated team to provide an efficient and effective service to HSCNI Customers.

All warehouse operational work associated with the receipt, storage, picking, marshalling and despatch of all commodities processed through the PaLS Operations, in accordance with the daily demands of the PaLS customer base, using such mechanical aids as necessary and conforming to ISO 9001:2000 Quality standard.

KEY DUTIES / RESPONSIBILITIES

1. Undertake duties in accordance with warehouse operational procedures and / or as directed within Procurement and Logistics Service in line with recognised quality management (ISO9001) and food safety management standards (STS Code of Practice).
2. Plan and organise Despatch documentation and allocation of workload and workflow in order to meet daily and weekly operational targets.
3. Responsibility for staff supervision and line management to include; day to day amangement of staff, approval of annual leave, performance management, management of sickness absence, learning and development, recruitment and selection etc.
 4. Supervise the receipt of managed service stock products and ensure maximum efficiency is achieved regarding the cross docking and marshalling and consolidation of all PaLS stock picked for customer delivery in line with the warehouse delivery schedule
5. Ensure that the correct loading/unloading procedures are followed and that all relevant documentation is completed while adhering to Health and Safety standards.
6. Completing all relevant fuel delivery documentation in accordance with drivers manual and company procedure e.g., payment collection
7. Daily cleaning and maintenance of your delivery vehicle whilst ensuring all relevant vehicle documentation is in order and up to date.
8. Ensure that timesheets and tachograph administration is diligently adhered to in line with Business policy and legal requirements.
9. Plan and organise with the despatch supervisor the daily requirement regarding the distribution/ allocation of work to warehouse drivers to ensure maximum efficiency in all aspects of the distribution operation when in the warehouse.
10. Plan organise and review the PaLS Boucher distribution schedule in line with wave picking, route scheduling, vehicle loading to meet customer expectations along with the Transport Manager.
11. Responsible for the undertaking of final quality checks and sign off of vehicle load documentation confirming stock lines (including food products) adequately loaded and secured to minimise food safety / contamination / damage.
12. Participate in the monthly Warehouse Operational Line Management meetings.
13. Liaise with the Logistics management/ staff and other interested

parties on all matters relating to the efficient running of the Logistics operation, including the formulation and implementation of programmes to drive efficiency savings.

14. Responsible for the collation and recording of key performance indicator data relating to the marshalling function using warehouse and other computer applications.
15. Ensure the correct use of PPE clothing provided and to adhere to the guidelines on
16. Report and complete relevant company documentation in relation to Spillages, Damages, Wrong deliveries, Accidents or Incidents etc.
17. To Carry and Act at all times in accordance with the Drivers Instruction Manual provided.
18. Maintain and Adhere to all Health & Safety legislation.
19. 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. Ensure you wear protective clothing/footwear where provided at all time.
20. Adhere to the policies and procedures held within the drivers Hand Book.
21. Complete daily debrief with transport Manager and reporting on any issues with the days run.

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

	<i>*This experience should be within a warehouse/stores environment and include at least one years' experience at charge hand level involving team working on the following disciplines; goods receiving, storage, voice picking and dispatch.</i>	
Other	All applicants must HOLD a Valid Category C+E 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
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	<p><i>Be studying for or be prepared to undertake a relevant professional qualification e.g. Chartered Institute of Logistics and Transport (CILT) or equivalent professional body.</i></p>	Shortlisting by Application Form
Qualifications	Hold a current Forklift truck license	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

