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| **Role Title:** | Operations Support Assistant | **Department:** | Warehouse and Transport  | **Budget:** | £23-26,000 |
| **Direct Reports:** | N/A | **Reports To:** | Resource and Demand Planning Manager  | **Version:** | V2 |

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| **Role Purpose:** | **Key Accountabilities (max 6)** |
| To provide accurate and efficient administrative support for the Warehouse & Transport department to ensure the safe and timely delivery of medication to LPCH customers | 1. Providing administrative assistance to managers, teams and other departments2. Collating accurate data entry and record-keeping in databases and spreadsheets3. Arranging maintenance requirements for transport vehicles to ensure regulatory compliance4. Facilitating effective communication between various stakeholders, including drivers, customers, suppliers, and other internal departments |

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| **Key Accountabilities:** | **Key Measures of Success:** |
| **1.Providing administrative assistance to managers, teams and other departments*** Monitor driver hours of service, maintaining necessary documentation, and addressing any safety or regulatory issues promptly
* Complete the same day delivery process, in line with standard operating procedures
* Create and raise Purchase Orders, reconcile invoices, Administer Toll Fees
* Manages ferry speed bookings, orders consumables, resolves parking fines and PCNs
* Arrange for couriers to ensure route cover is in place
* Provide line manager transport activity information for the day
* Manage the uniform and stationary requirements for all sites
* Monitor Working Time Directive and raise issues to management
* Coordinate training of PSOs
* Order uniform
* Resolve missing POD issues
* Supporting with DBS Check compliance activity
 | * Timely completion of assigned administrative tasks and projects
* Positive feedback from stakeholders
* Efficient handling of inquiries and requests, resulting in improved workflow for other departments
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| **2. Collating accurate data entry and record-keeping in databases and spreadsheets*** Prepare daily debrief sheets for each site and extract information from the route summary
* Log accurate information into spreadsheets and manifests
* Ensure all manifests are scanned, saved and sent to the out of hours team
* Create and organise a filing system for easy retrieval of records when needed
 | * Accuracy and completeness of data entered databases and spreadsheets
* Timeliness in updating and maintaining records with minimal errors
* Compliance with data security and confidentiality policies
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| **3. Arranging maintenance requirements for transport vehicles to ensure regulatory compliance*** Schedule and book routine inspections, oil changes, tire rotations, and other preventive measures
* Maintain accurate records of all vehicle maintenance, repairs, and inspections
* Ensure vehicle maintenance schedule is compliant with safety, regulatory and environmental standards
 | * Compliance with all regulatory requirements related to vehicle maintenance
* Reduced incidents of vehicle breakdowns due to preventive maintenance
* Reduction in vehicle-related compliance violations and penalties
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| **4.Facilitating effective communication between various stakeholders, including PSO’s, customers, suppliers, and other internal departments.** * Act as a central point of contact for PSO’s, customers, suppliers, and various internal departments
* Respond promptly to inquiries and provide expert support and guidance
* Address and resolve issues and concerns raised by stakeholders
* Keep stakeholders informed through regular communication as appropriate
* Arrange same day resource – couriers
* Manage and communicate flight changes
* Manage queries from Patient Services
* Complete issues log for 3rd party bookings (couriers/flights/ferries)
* Arrange fridge installations – resource
 | * Timely response to inquiries, issues, and requests from stakeholders.
* Positive feedback from stakeholders
* Improvement in on-time delivery rates and customer satisfaction scores
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| **Enablers to the Role (Skills, Knowledge, Experience)** |
| * Able to use own initiative and be self-motivated
* Has a positive mindset and work ethic
* Good attention to detail
* Good communication skills, able to build rapport and work with others with ease
* Analytical and methodical in approach
* Excellent team worker and collaborates with others
* Good communication and interpersonal skills
* Ability to plan and organise tasks
* Ability to solve problems and prioritise
* Flexibility and adaptability to handle changing priorities and work effectively in a dynamic environment
* Knowledge of transport regulations
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