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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 departments  2. Collating accurate data entry and record-keeping in databases and spreadsheets  3. Arranging maintenance requirements for transport vehicles to ensure regulatory compliance  4. 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 |
| **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 |
| **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 |
| **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 |