



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE:	Senior Logistics Operative
GRADE:	Band 5
RESPONSIBLE TO:	Community Equipment Services Manager
RESPONSIBLE FOR:	Logistics Operatives/Assistant

Overall Objectives of the Post:

To carry out duties which include the delivery of the Community Equipment Service, as directed by the Community Equipment Services Manager. To supervise the work of a team providing a front line service as part of the Council's Community Equipment Service, whilst also personally undertaking operational duties. To use the model of behaviour we want to see in others and lead by example. To ensure Services offered and delivered maximise peoples' independence.

Key Tasks of the Post:

1. MAIN DUTIES

- To allocate tasks and breaks to Delivery Technicians with a view to ensuring KPIs are met advising when necessary on prioritisation of workload.
- Ability to plan own workload and supervise the workload of a small team.
- To deliver, fit and demonstrate community equipment in customers' homes and other locations as required.
- Ensure a responsive and effective service delivery.
- Able to react to changing conditions or service requirements.
- To produce shift reports outlining individual and team performance, identifying factors impacting on performance and actions taken to manage their impact.
- To escalate promptly any equipment malfunctions or concerns relating to the service outside of your remit to the Manager of the Service.
- To place orders for equipment and services using the Council's procurement system ELMS2 and Oracle.
- To authorise orders placed on the Council procurement system (ELMS2) by other team members within allocated authorisation limits.
- To work flexibly to support the needs of the Team and Service.
- To ensure the service has appropriate staff cover, maintains approved staffing levels and staffing availability is best used across the team.
- Assist in other areas of the service when requested, i.e. management and stock control of warehouse logistical tasks, equipment cleaning, maintenance, duty and housekeeping.

- To undertake any other duties as reasonably fall within the responsibility of the grade as may be required.
- Contribute to the quality and performance management of the service.
- To be responsible as line manager for a delegated team of Logistical Operatives.
- To deputise as required in the absence of Warehouse Manager, in particular delegated tasks i.e. holidays, some meetings.
- Support the Warehouse Manager in managing colleagues and contributing towards their development through regular, recorded, formal supervision; annual appraisals; attendance management; Occupational Health referrals; identification of learning and development needs; and observation of work practice.

2. PERFORMANCE MANAGEMENT

- Ensure vehicles, tools or equipment are in good working order and available for use.
- Be able to carry out routine vehicle checks, including cleaning and report faults and accidents in line with STC policy and procedures.
- To provide advice and appropriate information and demonstrations to customers, Occupational Therapists and other community based team members.
- To participate in training as directed by the line manager in order to ensure up to date knowledge in respect of job role.
- Work within a performance culture, which is underpinned by a strong personal performance motive.
- Assist in the training and development of others and new team members.
- To participate in STC Appraisal and Supervision process.
- Fully compliant with all relevant mandatory training and when required provide advice, guidance and signpost people to other services.
- To demonstrate the use of the equipment to people who use the Service and or their carer.

3. OPERATE WITHIN A STRATEGIC BUSINESS UNIT

- Attend team meetings and ensure KPIs are understood by your team and any changes in service delivery explained and understood by your team.
- To attend operations meetings providing overview of your team's progress.
- Deliver key business objectives and meet Key Performance Indicators (KPI's) through a personal development plan.
- Analyse work and produce action plans where performance improvement is required.
- To assist in the preparation of and the carrying out of stock taking activities as required by the service.
- Ensure Employee Performance Reviews are held and include; Induction and Probation; Capability Policy and Procedure applied when appropriate.
- Undertake monthly performance meetings with your team members, driving through service standards and continuous improvement.
- Holding performance meetings with your team members as required in response to customer feedback.
- You will assist the Manager in the development of the Living Better Lives Resource Centre.
- To carry out and/or implement the results of health and safety hazard and risk assessments so ensuring a safe workplace.

- To assist and share knowledge and experience with colleagues as required.
- The list below provides an outline of relationships:
 - Internal
 - Extra Care, Care Support Workers, Day Care, Assistive Technology Officers, OTs, NHS Professionals, Supervisors and Management.
 - Staff of the Council's other departments.
 - External
 - Service Users, Residents and persons acting on their behalf.
 - Contractors / Equipment Providers
 - Staff of emergency services.

4. WELLBEING

- To work in accordance with person centred principles i.e. treating people as you would like to be treated with dignity and respect.
- To respect the rights of service users and strive to build their confidence and establish a trusting relationship with them and that of their family and other informal carers. To provide informal and emotional support to people.
- The ability to provide a range of interventions including advice and guidance which protect customers.
- Where appropriate, encouraging team members to whistle blow and file complaints as per policy and procedure.
- To share responsibility for supporting all service users who receive a service. To contribute to the ongoing development of the service.
- To work closely with other professionals to monitor and encourage wellbeing and ensure service users' needs are met

Throughout your role you must demonstrate the following personal qualities and behaviours.

We will do what we say:

- Act with integrity and be clear about our own responsibilities and accountable for our actions;
- Tell customers what they can and cannot expect from us;
- Respond when we say we will to customers queries, even if we cannot provide a full answer but we will take responsibility for clarifying what we do not know;
- Balance competing priorities to meet standards and expectations;
- Trust colleagues to fulfil their responsibilities;
- Communicate in an open, honest, clear and concise way;
- Respect customers right to confidentiality, sharing information only in their best interest.

We will focus on Solutions:

- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands;
- Help people and communities find their own solutions, building on their strengths and assets;
- Actively listen to and involve others, before making decisions and keep others informed of progress;
- Consider alternative solutions, using Council resources responsibly and effectively;
- Be flexible in the way we deliver our services to meet customers' individual needs;
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures;

- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations.

We will be the best we can be:

- Model the behaviour we want to see in others and lead by example;
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies;
- Act on comments or feedback;
- Share ideas, resources and information effectively and actively develop our own knowledge and skills;
- Take pride in our own work and that of our team members;
- Celebrate team success and create a positive team spirit;
- Promote and drive continuous improvement by asking “How could we do this better?”;
- Continually challenge current practice and put forward ideas for improvement.

Must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

Must have due regard to the Council’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

Must work in accordance with the Council’s policies, procedures, information, instructions, and/ or training received.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others’ health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: CT/KDS

Date: 09/06/20

Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

INTEGRITY	We will do the right thing whatever the circumstances
VALUING PEOPLE	We will respect everyone and appreciate their diversity
EXCELLENCE	We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet people's individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement



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living better lives

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