

## Job Description

<b>Job title:</b>	<b>Logistics Manager</b>
<b>Reporting to:</b>	<b>Service Operations Manager</b>
<b>Location:</b>	<b>Cambridge and Peterborough</b>

### Job Purpose

As the Logistics Manager you will support the Service Operations Manager in the day to day management of the Logistics team. You will ensure that the departmental operations comply with, and where possible, exceeds the company's quality management system, customer expectations, contractual arrangements, service levels and overall company requirements. You will have a good understanding of the company and its processes. You will assist the Service Operations Manager to ensure that all service contracts are performing to the appropriate service level agreements in relation to logistics, in addition to the local depot KPIs (daily activities and minimising waiting list times for example). You will help support, coach, lead and manage all staff within the depot.

### Main Duties and Responsibilities

- To effectively manage the team's workflow in conjunction with the Service Operations Manager.
- To assist the Service Operations Manager in creating an environment of high performing professionals – to coach, develop and motivate individuals and the team to achieve the highest standards.
- To provide clear leadership and direction for individuals and team, appropriately delegating tasks amongst the team.
- To autonomously make decisions and drive an effective performance management culture.
- To evaluate and highlight any potential areas of improvement and apply preventative planning to resolve.
- To motivate and energise the team, embedding and fostering a customer focused culture within your team.
- To support the Service Operations Manager in organising and delivering effective induction programmes for new employees.
- To ensure that team KPI's are met continuously and taking appropriate actions to ensure they are met.
- To assure ongoing compliance with company policies, quality standards and industry regulatory requirements.
- To reinforce and comply with all company policies and procedures especially Health and Safety regulations.
- To utilise reports to ensure all contractual service level agreements and internal KPI's are met.
- To take ownership of customer and WCS complaints from point of contact to resolution and resolve them in a timely fashion.

- To assist the Service Operations Manager in the delivery of the strategic change management programmes within the contract.
- To manage resources and work volume to ensure requests are processed efficiently and queries are resolved within agreed timescales.
- To assist with regular team meetings, to ensure that key points are communicated to all team members and ensure they are actioned appropriately.
- To provide leadership and mentoring to the Workshop Technicians and Store personnel.
- To support the Service Operations Manager in the induction and ongoing training of all team members, in conjunction with the HR and SHEQ Manager.
- To develop a supportive environment, promoting a strong work ethic and team collaboration.
- To cover for the Service Operations Manager during periods of absence.
- Logistics responsibilities
- To assist the Service Operations Manager in building and managing strong relationships with service users, and suppliers, reporting any failings to the Materials controller.
- To support all governance and assurance activities as directed by Management.
- To ensure compliance with all Health & Safety policies and ISO9001:2015 certification standards at all times.
- To assess and manage any issues which arise and proactively inform the relevant person if procedural changes are required.
- To monitor depot stock levels making sure new stock gets ordered at the correct time.
- To undertake stock takes when requested by the Managing Director of both wheelchairs and parts stores.
- To assist the Service Operations Manager with the office/warehouse housekeeping, including maintenance and recycling, in compliance with company policy.
- To promote continuous improvement in the Depot such as layout changes and other improvements in conjunction with Senior Management.
- To monitor and report back to the SHEQ Manager any procedure or working instructions, which you find could be improved or changed.
- To ensure quality control is maintained in all areas and within Company guidelines ensuring all staff are trained in Quality Management processes and procedures.
- To ensure the satisfactory maintenance of all company property at your Depot including company vehicles.
- To continuously conduct yourself in a professional manner, always ensuring confidentiality is maintained.
- To assist with adhoc tasks as and when required by your manager, including Contract commencement and ending activities.
- To provide cover at other service centres as and when required to cover periods of sickness and/or holiday.

We are looking for someone who has the following experience and qualities:

- Strong technical engineering background and knowledge
- Excellent communication skills are required to interact with internal staff and service users
- Must be computer literate
- Must be able to work using their own initiative as well as part of a team
- Good attention to detail
- Previous management or supervisory experience in logistics is required
- Good understanding of ISO 9001 to include process flows and work instructions is desirable
- Experience of stock control, logistics, administration and customer services is preferable.

- Must hold a Full UK Driving licence – having no more than 6 points on your driving licence.

## Additional Information

### Professional Standards

All staff must comply with the AJM Healthcare Code of Conduct.

### Equal Opportunities and Dignity at Work

It is the aim of AJM Healthcare to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end AJM Healthcare has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

### Appraisal

All staff will actively participate in an annual Appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

### Safeguarding

AJM Healthcare is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

### Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to

disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

### **Access to Health Records**

All staff who contribute to patients' health records are expected to be familiar with, and adhere to AJM's Records Management Policy. Staff should be aware that patients' records throughout AJM Healthcare will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with AJM Healthcare Policy.

### **Health and Safety**

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and AJM Healthcare Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by AJM Healthcare to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within AJM Healthcare is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

### **Infection Control**

All staff are required to follow AJM Healthcare infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

### **No Smoking Policy**

There is a no smoking policy in operation in AJM Healthcare. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

### **Job Description**

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post-holder.