

Job Title:	NDC Assistant Manager	Job Band:	Band 5
Reporting to:	NDC Warehouse Manager	Size of Team:	5
Direct Reports:	0		

To assist the NDC Warehouse Manager in the running of the NDC operations to ensure accurate receipt of goods, preparation, secure storage and despatch of stock, including dangerous goods. In conjunction with the NDC Manager and the NDC team ensure operations satisfy daily customer and business demands to a high level of quality ensuring we are always compliant with the Organisation's systems and procedures. Maintain a strong working relationship communicating clearly both internally and externally with colleagues throughout the business in both the customer service and the supply teams.

Key Responsibilities

- To oversee the day to day running of the operation alongside the NDC Warehouse Manager to ensure NDC operation continues to run smoothly and to the highest standards of quality.
- To deputise for the NDC Warehouse Manager in his absence ensuring the operation continues to run smoothly and effectively.
- Receiving/ stocking – action receipts/ customer returns. Ensure accurate documentation and administration to provide clear audit trail for receipts of goods. Highlight discrepancies and resolve where possible with NDC team.
- Follow the Standard operating procedures to ensure we maintain accurate records including transactions of stock keeping units in line with medical device regulations (MDR). Including Receiving /stocking to maintain batch traceability and any other daily receiving/stocking information required.
- Lead the NDC Operatives in building, dispatch, post activity cleaning of kits when required to support internal and external customers needs.
- Plan the NDC Warehouse team to ensure orders processed are picked and packed accurately, sorting, consolidating, wrapping pallets, loading the shipment confirmation on dispatching, ensure that all shipments are accurately processed, by the required type for dispatch ensuring delivery addresses and contact details are correct.
- Maintain a high level of quality for housekeeping, Inventory control, environment and always comply with H&S requirements.
- To ensure the transportation of dangerous goods documentation is completed and process for safe shipping of the reliant items is followed at all times by a trained and competent person
- Ensure we continue to maintain a professional relationship with customers, suppliers and work colleagues including ensuing NDC personnel wear SJA service delivery uniform, including HI-VIZ and required PPE.
- You are to ensure that the team perform to a high standard daily and cover all duties assigned by the NDC Manager, including the achievement of targets.
- Provide cover for other members of the NDC as and when required.
- Ensure the team perform to a high standard daily and cover all duties assigned by the NDC Warehouse Manager.
- Provide cover for other members of the NDC as and when required.
- Participates and supports the NDC Warehouse Manager in preparation the annual stock take and any audits undertaken.
- Opening and closing of the site, as a key holder ensure the site is secure and the alarms are set and unset.
- Champion the environmental sustainable practices within the NDC team
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Be willing to work flexible hours and undertake occasional travel

Person specification

This is a specification of the expected responsibilities of the post (as a

BE PART OF A LIFE SAVING TEAM



Requirements

Essential Desirable

Education and Qualifications

Educated to GCSE level or equivalent (Grade C) inc maths & English

✓

Carriage of dangerous goods by air

✓

Trained in IOSH managing safely

✓

Experience

Experience of working within a warehouse operational environment.

✓

At least 2 years' experience in a supervisory position or above.

✓

Experience of using WMS operating systems and use of RF scanners

✓

Experience of working in accordance with QA standards.

✓

Skills, knowledge and abilities

Excellent interpersonal skills with ability to communicate effectively at all levels

✓

Ability to lead by example towards achieving desired goals

✓

Ability to work under pressure whilst prioritising the work load and leading the warehouse team

✓

Excellent communication skills, verbal and written

✓

Ability to build a good working relationship with colleagues internally and externally

✓

Ability to use Microsoft applications at a high level

✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: JS

Date of preparation: 21/11/2024