



Suffolk Primary Care

Location: Oakfield Surgery, Newmarket
Job Title: Wholesale Logistics Assistant
Salary: £24,250 - £25,500 FTE
Hours: 20-30 per week

Job Summary

To provide logistical, administrative and governance support to the RP and Deputy RP. This will require flexibility and a range of IT and excellent communication skills. The successful applicant will be self-motivating and willing to accept new tasks and challenges as the wholesale operation grows. Accuracy and attention to detail are essential qualities.

Key Responsibilities

- To ensure that customer orders are received on schedule.
- Maintaining accurate and up to date records including purchase and sales ledger and batch control sheets.
- Work to despatch targets.
- Issuing of invoices and checking of supplier/client statements.
- Manage stock control systems and reconciliation data.
- Check room temperatures are kept at agreed parameters and daily records maintained.
- Receive and act on MHRA alerts and product recalls.
- Carry out wholesale activities in compliance with Good Distribution Practice.
- Work closely with customers to process wholesale orders, including associated administration such as entering orders onto system, credit control, managing returns, ensuring batch control and overseeing shipping.
- Oversee goods received; checking and recording.
- Oversee goods dispatched; including packing, checking and labelling.
- Recording of financials through the raising of purchase orders, invoices and or credit notes.
- Ensure all business finance related information required is passed to the finance team.
- Managing returns and complaints received.
- Work within and keep up to date our business processes and standard operating procedures.
- Fully participate in business self-inspection on a monthly basis.
- Monitor licence holders' eligibility to trade on a monthly basis. Undertake bone fides checks annually to verify the legitimacy of both Suppliers and Customers.
- Review prices on a monthly basis (both customer and supplier)





Other duties

You may be required to undertake any other duty that may be reasonable and commensurate with the pay tier

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, you will have access to confidential information relating to patients and their carers, staff and other healthcare workers. You may also have access to information relating to Suffolk Primary Care as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of Suffolk Primary Care may only be divulged to authorised persons in accordance with Suffolk Primary Care policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

You will assist in promoting and maintaining your own and others' health, safety and security as defined in Suffolk Primary Care's Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Suffolk Primary Care guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity

You will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Suffolk Primary Care procedures and policies, and current legislation





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- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

You will participate in any training programme implemented by Suffolk Primary Care as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Monthly training sessions as necessary

Quality

You will strive to maintain quality within Suffolk Primary Care, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication

You should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services





You will:

- Apply Suffolk Primary Care policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Equal Opportunities

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures

Right to work

All applicants must have the legal right to work in the United Kingdom at the time of application and throughout the duration of employment. This includes holding a valid visa or immigration status that permits employment in the UK, if applicable.

Suffolk Primary Care is unable to employ or continue to employ individuals who do not have, or are unable to provide evidence of, their right to work in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.





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Clinical Governance and Risk management

Suffolk Primary Care believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting Suffolk Primary Care's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any Suffolk Primary Care standards of record keeping

Information Quality Assurance

As an employee of Suffolk Primary Care it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Suffolk Primary Care requirements and instructions.

Freedom of Information

You should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and you are responsible for helping to ensure that Suffolk Primary Care complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.





Person Specification

Factor	Essential	Desirable
Qualifications, Knowledge and Experience	<p>Basic literacy and numeracy skills</p> <p>Ability to follow strict detailed processes</p> <p>Customer Care experience with the general public, both face to face and over the phone</p>	<p>Experience working in a pharmaceutical or logistics setting</p> <p>Awareness and understanding of MHRA</p>
Ability & Skill	<p>Able to communicate routine information with clearly and with tact</p> <p>Ability to communicate effectively via telephone and or group discussion</p> <p>Excellent Computer Skills including Microsoft office</p> <p>Understanding of confidentiality</p> <p>Ability to maintain concentration on complex tasks in a busy working environment</p> <p>Ability to work both on own and as part of a team</p>	<p>Financial acumen</p>
Personal Attributes	<p>Ability to work flexibly owing to the nature of the business</p> <p>Very organised and with an ability to prioritise workload</p> <p>Flexible and reliable</p> <p>High level of accuracy and attention to detail</p>	

