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JOB DESCRIPTION

Job Title:	Supplies Support Worker
Location:	Welbeck Oxford, Jordan Hill Business Park, OX2 8EJ
Reporting to:	Supplies Manager

About Welbeck:

Welbeck Oxford was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the local geographical.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology, and Gastroenterology.

Welbeck Oxford forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at 1 Welbeck Street, London. Additional centres are also planned both nationally and internationally.

Controls Assurance Statement:

The post holder must comply with all Welbeck Oxford policies and procedures and maintain high standards of governance, compliance, safety, and operational effectiveness within the Supplies Department.

Aim of the role:

The post holder is responsible for contributing to a safe, organized, and compliant environment by supporting stock management processes, audit compliance, expiry date monitoring, and maintaining accurate records in line with internal policies and CQC expectations.

The post holder will be expected to support their team, department and centre to achieve the Welbeck Values in their day-to-day work. These are:

- **Collaboration, Harnessing strength in difference**
- **Ambition, Seeing beyond the now**
- **Kindness, Supporting others**
- **Empowerment, Unleashing potential**

The post holder will provide a responsive and efficient Supplies service to meet the needs of the Business. The post holder will use their reason, intellect and judgement to work on their own initiative to deal with matters on behalf of their Manager/Management Team.

The post holder will be an effective decision maker, who is able to prioritise their own workload whilst responding to interruptions. The post holder will be able to deal with unpredictable work patterns and proactively deal with issues without reference to others.

Job Purpose:

We are seeking a versatile and dynamic Supplies employee to provide high-quality supplies support to the Centre across our clinical and operational teams.

Job Summary:

The Supplies Support Worker plays an important role in supporting the efficient operation of the Supplies Department and wider hospital services at Welbeck Oxford.

Working under the direction of the Supplies Manager, the post holder will assist with the ordering, receipt, storage, replenishment, and distribution of clinical consumables, equipment, and stock throughout the hospital.

The role will support stock control activities, stock rotation processes, departmental audits, expiry date monitoring, and equipment tracking to ensure supplies are available, appropriately managed, and maintained in accordance with hospital policies, Health & Safety requirements, Infection Prevention standards, and CQC expectations.

The successful candidate will be organised, proactive, detail-oriented, and capable of working both independently and collaboratively within a fast-paced healthcare environment.

Key Relationships & Stakeholders:

- Senior Leadership Team
- Supplies Manager
- Director of Clinical Services
- Theatre Team
- Recovery Team
- Ward Team
- Outpatients Team
- Imaging Team
- CSSD Team
- Facilities Department
- Procurement Team
- External Suppliers and Couriers
- Clinical Staff and Consultants

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Main Duties and Responsibilities:

- Support the Supplies Manager with the day-to-day running of the Supplies Department.
- Assist with the ordering, receipt, storage, replenishment, and distribution of stock and clinical consumables throughout the centre.
- Ensure agreed stock levels (par levels) are maintained and escalate shortages appropriately.
- Carry out stock rotation processes using FEFO/FIFO principles.
- Complete regular expiry date checks and ensure expired or damaged stock is removed appropriately.
- Support departmental audits including expiry date audits, stock room compliance audits, inventory audits, equipment tracking audits, and temperature monitoring audits.
- Maintain clean, organized, compliant, and safe stock rooms and storage areas.
- Assist with stock takes and inventory reconciliation activities.
- Receive and check deliveries against purchase orders and delivery documentation.
- Escalate discrepancies, damaged goods, and supplier issues to the Supplies Manager.
- Monitor and document equipment movement between departments where required.
- Liaise with Theatre, Recovery, Ward, Imaging, Outpatients, and CSSD teams regarding stock and equipment requirements.
- Support the management of product recalls and urgent supply issues.
- Coordinate with Estates and suppliers regarding equipment servicing, repairs, and replacements where required.
- Dispose of clinical and non-clinical waste safely and in line with Health & Safety and Infection Prevention policies.
- Maintain accurate documentation and records relating to stock, deliveries, audits, and equipment.
- Support implementation of departmental procedures, systems, and continuous improvement initiatives.
- Build and maintain professional working relationships with internal departments and external suppliers.
- Undertake any other reasonable duties requested by the Supplies Manager or Leadership Team.

The above list indicates the main areas of responsibility and is not intended to be exhaustive. The job description will be subject to review by agreement between the post holder, the Supplies Manager and of Operations Director, according to the changing needs of the service. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.

Quality Care and Governance:

- Maintain high standards of governance, organization, and compliance within the Supplies Department.
- Support departmental audits and compliance monitoring activities.
- Ensure accurate stock management processes are followed at all times.
- Promote safe working practices and contribute to continuous quality improvement.
- Escalate risks, stock concerns, or compliance issues appropriately.
- Ensure records and documentation are maintained accurately and securely.

Infection Prevention & Control:

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing healthcare so far as is necessary to enable the business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding:

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Employees must ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

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Confidentiality:

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage by the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

Risk:

- Accept personal responsibility for contributing to the management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the business.
- As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the business, following the business policy and training.
- Identify and report actual or potential hazards/ risks in the work environment per business policies and take immediate action to minimise risks where it is reasonably practicable to do so.
- Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.
- Follow Welbeck Health Partners policy on the use of Personal Protective Equipment e.g., Masks, Gloves, Visors etc.
- Awareness of and compliance with Health and Safety Regulations.

Equality & Diversity:

The business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminating all forms of unlawful discrimination.

The business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Welbeck Equality and Diversity policy and individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practices.

Health and Safety at Work:

In addition to the business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to cooperate with your employer in the discharge of its statutory duties. You must adhere strictly to the business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.
Disclosure and Barring Service (DBS):
If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy, and you will be required to sign up and maintain your subscription to the DBS Update Service.

Person Specification

Education/Professional Qualifications:	**Essential**	**Desirable**	**Evidence**
GCSEs or equivalent education	Yes	Healthcare or logistics-related qualification	A/I
Experience:	**Essential**	**Desirable**	**Evidence**
Previous experience in stock control, stores, logistics, warehouse, or supplies environment Experience working in a fast-paced environment	Yes	Previous experience within a hospital or healthcare environment	A/I
Knowledge and Skills:	**Essential**	**Desirable**	**Evidence**
Good organizational and time management skills Good communication and interpersonal skills Basic IT skills including Microsoft Office – including an inventory system (360, SAP) Attention to detail and accuracy	Yes	Experience using inventory/materials management systems	A/I
Personal Abilities:	**Essential**	**Desirable**	**Evidence**
Demonstrates Welbeck values: ambition, kindness, collaboration, excellence Ability to work independently and as part of a team Ability to priorities workload and work under pressure Reliable and proactive attitude Professional and approachable manner Commitment to quality, safety, and continuous improvement	Yes	-	A/I

Key:

- A = application
- I = interview
- T = test