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| **Role Title:** | Warehouse and Transport Team Leader  | **Department:** | Warehouse and Transport | **Budget:** |  |
| **Direct Reports:** | Warehouse Operatives and PSOs | **Reports To:** | Warehouse and Transport Manager  | **Version:** | V2.0 |

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| **Role Purpose:** | **Key Accountabilities**  |
| To support the co-ordination and management of team members, stock, storage, collation and the transportation of materials for pharmaceutical manufacturing and medication, and onward transportation to patients homes in accordance with patient SLA’s, Good Manufacturing Practice and Good Distribution Practice, LPCH QMS and transportation legislation | 1. Planning and organising resources (people and vehicles) to ensure products are delivered efficiently to patients within agreed timescales and ensuring compliance with transportation regulations, health & safety laws, and industry standards
2. Co-ordinates the efficient and fair day-to-day running of the operation with the warehouse operatives and PSOs
3. Follows the goods-in process and procedures, ensuring accurate receipt and storage of deliveries
4. Picks items efficiently and accurately in line with patient prescriptions and Completes the packing of prescription treatments
5. Follows all internal procedures, regulatory and health and safety guidelines, to ensure the highest of standards for patients
6. Providing leadership and guidance to team, including setting goals, assigning tasks, and monitoring and managing performance
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| **Key Accountabilities:** | **Key Measures of Success:** |
| 1. **Planning and organising resources (people and vehicles) to ensure products are delivered efficiently to patients within agreed timescales and ensuring compliance with transportation regulations, health & safety laws, and industry standards**
* Collaborate with route planners to increase productivity and optimise delivery routes
* Identify sufficient vehicles and drivers are in place for anticipated demand
* Collaborate with stakeholders to identify and reduce risks and resolve issues and concerns
* Monitor delivery times and recommend and implement improvements
* Ensure vehicles are loaded and products checked prior to delivery- (Night dispatch team)
* Manage drivers to deliver products using agreed routes within agreed timeframes
* Monitor temperature levels of refrigerated medication to ensure compliance and manage excursions using agreed processes
* Check vehicle inspections, registrations, and licenses to ensure compliance
* Monitor and check driving licences of operatives to ensure compliance with road regulations
* Promote and enforce health and safety policies, conduct risk assessments, and implement appropriate measures to mitigate risks
* Manage and monitor all Health and Safety requirements including working with equipment and manual handling of goods
* Carry out relevant investigations and report findings
* Complete Driver debrief at the end of each day and complete associated documentation
* Responsible for ADP (absence approval with guidance from Planning team etc)
* Ensure all work is in accordance with Good Manufacturing Practice and Good Distribution Practice
 | * 100% compliance with statutory road regulations
* Vehicle off-road within agreed targets
* On-time performance exceeding or within agreed targets
* No complaints or investigations
* Cost per drop within agreed targets
* Implementation of agreed recommendations
* Zero compliance breaches or failures
* Investigations delivered within agreed timescale and quality
* On-time performance exceeding or within agreed targets
* Drops per vehicle exceeding or within agreed targets
* Failure rates within agreed targets
* 100% adherence to H&S policy
* Reduction in H&S accidents
	+ -All risk assessments completed
	+ -Investigations carried out within agreed timeframes and quality
	+ 100% adherence to GMP
	+ All internal and external audits are successful
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| 1. **Co-ordinates the efficient and fair day-to-day running of the operation with the warehouse operatives and PSOs**
* Allocation of tasks so that work is distributed fairly and in the interest of individual engagement and operation efficiency
* Drives engagement by providing a variety of work to the team
* Works within working time regulations so that breaks can be taken
* Recognises team on an ongoing basis through a variety of methods, including regular appreciative
 | * Colleague engagement KPI’s achieved
* Fully trained team members
* Working time directive on breaks is met
* Short-term sickness KPI’s achieved
* Team are flexible and cooperative
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| 1. **Follows the goods-in process and procedures, ensuring accurate receipt and storage of deliveries**
* Upholds operational standards by ensuring that all items are labelled, counted and details align with delivery note
* Optimises availability by working with other depots and teams to source stock availability and solve queries
* Meets regulatory standards by ensuring that all treatments are received and stored in correct allocated locations, especially refrigeration items treated as priority and stored within the required timescales
* Drives system accuracy by processing cancellations and change of dates, ensures items are returned and system updated
* Ensures that patient needs are met by raising back orders with stock management team, update system with information
 | * All SOP’s are delivered to the required standard
* All agreed operational KPIs are achieved
* Zero issues raised from the Compounding team
* All agreed inventory KPIs are achieved
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| 1. **Picks items efficiently and accurately in line with patient prescriptions and Completes the packing of prescription treatments**
* Prioritises work according to patient need
* Minimises waste by checking all details against mixing report before completing pick
* Optimises efficiency by picking items in allocated priority order, following mix report
* Drives accuracy by recording details on mixing report and complete on system before passing through to checkers
* Ensures accuracy by scanning packing slip into computer and check all details align and are correct
* Ensures operational efficiency by packs in designated totes, following allocated distance order of deliveries
* Dives accuracy by completing quality checks and cross refencing all information against manifest at end of day, before going to drivers
* Works within the regulatory standards outlined within SOP’s
 | * Error rate on a downward trajectory
* Near misses on a downward trajectory
* Daily targets achieved
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| 1. **Follows all internal procedures, regulatory and health and safety guidelines, to ensure the highest of standards for patients**
* Takes ownership for own and others safety whilst at work
* Carries out weekly check for any out of dates medications/treatments and discard in line with procedures
* Carries out daily and weekly housekeeping of warehouse, in line with SOP’s
* Maintains a clear and tidy warehouse and ensures any potential hazards are taken care of safely, quickly and efficiently
 | * All regulatory guidelines followed to a high standard
* All internal procedures followed to a high standard
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| 1. **Providing leadership and guidance to team, including setting goals, assigning tasks, and monitoring and managing performance**
* Lead and performance manage the outputs of the team in line with key performance measures and standards
* Set measurable performance and personal objectives aligned to the business delivery plan
* Coach and develop team members, encouraging multi-skilling across the departments
* Identify talent and potential within the team, improving development and capability
* Provide updates, team briefings, training and support to team members to enhance their skills and knowledge
* Carry out mid-year and end of year reviews and any performance management activity
 | * 100% colleague 121s and performance reviews completed to a high standard
* All colleagues are set agreed SMART objectives
* Relevant development opportunities are supported
* All agreed HR KPIs are achieved
* Engagement survey results within agreed parameters
* Team objectives and targets are always achieved
* 100% success rate during probationary periods
* Positive feedback from HR and own team
* Staff report feeling supported
* All vacancies are filled internally
* Staff retention is on an upward trajectory
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| **Enablers to the Role (Skills, Knowledge, Experience)** |
| * Good experience in transportation, and logistics
* Good knowledge of transportation regulations, compliance standards, and industry best practices
* Experience in pharmaceutical and temperature control regulated environment
* Good leadership skills, with the ability to build and motivate high-performing teams
* Good analytical and problem-solving abilities, with a data-driven approach to decision-making
* Good communication and interpersonal skills, with the ability to collaborate and build relationships with stakeholders at all levels
* Strong focus on customer service and a commitment to meeting or exceeding performance targets
* Experience of creating cultures of continuous improvement
* Experience of warehouse management or similar role in a temperature-controlled environment
* Good working knowledge of Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP) requirements
* Good knowledge of warehouse operations, inventory management, and logistics
* Familiarity with warehouse management systems (WMS) and other relevant software
* Good attention to detail and demonstration of good operational standards
* Excellent knowledge of health and safety regulations within a warehouse environment
* Ability to work under pressure, prioritise and meet tight deadlines
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