

JOB DESCRIPTION: LOGISTICS COORDINATOR
RESPONSIBLE TO: HEAD OF FACILITIES AND ESTATES
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

Ensuring the effective and efficient day-to-day operation of all logistic requirements for the Hospice. Managing a team of volunteers to effectively provide a timely and cost effective service to all internal and external customers. Grow and develop the logistics model to gain scale, without reducing loss of quality and service. Including providing an admin function to the maintenance team.

KEY RESPONSIBILITIES

- Process daily requests, and communicate these effectively to all required parties, managing expectations at every step.
- Facilitate the transportation of products from one destination to another
- Continuous supply chain management and analysis, always looking for innovative ways to improve the process
- coordinate all required transportation to ensure timely and cost-effective deliveries
- Compile reports including tracking data
- maintain inventory management processes
- Ensure the highest level of customer service is given.
- Work closely with the purchasing coordinator on what Deliveries and returns are scheduled.
- Co-ordinate 3rd party couriers and packaging requirements
- Managing of all goods-In and out operations
- Developing transportation plans for any new projects that arise
- Assist with the project management and logistics of office moves and premises changes.
- Managing the maintenance of the company's fleet of vehicles
- Working with Maintenance Manager to ensure the required risk assessments, insurances and method statements are in place for third party contractors.
- Work closely with volunteer services to recruit and maintain a group of logistics volunteers.
- Supervision of Logistics volunteers, including the management of the volunteer rotas.
- Ensuring the team remain customer focused, maintaining integrity at all times
- Relationship building and effective communication with Volunteers, Department Heads and any third parties.
- To provide administrative support with the facilities helpdesk, ensuring all open tasks are assigned, tasks are updated, and to chase technicians or subcontractors when required.
- Maintain the contractor folders and relevant databases, ensuring up to date at all times, liaising with contractors or team technicians for any missing or out of date paperwork.
- Responsible for ensuring all sub-contractors have an up to date risk assessments, method statements, insurances and signed H&S inductions in place.
- Assist the Maintenance Manager in sourcing quotes for new works and service contacts.

- Appropriately escalate any issues that need resolving.
- Assist maintenance technicians with assigning work to the maintenance volunteers.
- Liaise with contractors to book in planned preventative works or reactive breakdowns.
- General administration duties such as but not limited to, scanning, filing and shredding.
- To prioritise own workload according to deadlines and demands of the department, assisting others when required.
- To provide cover for the purchasing coordinator and the Health and safety coordinator as needed.

GENERAL

- To work within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors.
- Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS IS AN OUTLINE JOB DESCRIPTION AND MAY BE SUBJECT TO CHANGE, ACCORDING TO THE NEEDS OF THE SERVICE, IN CONSULTATION WITH THE POST HOLDER.



**LOGISTICS COORDINATOR
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • NVQ Level 2 in Administration and /or relevant office administration experience • Able to demonstrate excellent standard of literacy and numeracy • Universal Driving license or equivalent 	<p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Experience of working in a busy administrative role • Good geographical knowledge of the east of England. • Producing reports and spreadsheets • Previous experience of working in a customer focussed service/ logistics role 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Specific Skills</p> <ul style="list-style-type: none"> • MS Office to include Word, Excel, PowerPoint and Outlook 	<p>Essential</p>
<p>Communication Skills</p> <ul style="list-style-type: none"> • Excellent verbal and written skills • Good telephone manner • Presentation Skills 	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Able to use own initiative and work without close supervision • A problem Solver • Excellent attention to detail • Highly motivated 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

• Excellent organisation skills	Essential
• Able to work as part of team	Essential
• Able to deliver to deadlines	Essential
• A flexible approach with an ability to multi task	Essential