

PROGRESS HOUSING GROUP



JOB DESCRIPTION

Post Title:	Stock Control Officer	Grade:	8
Department:	Progress Lifeline		
Responsible to:	Administration Team Leader	Location:	Sumner House, Leyland
Liaison with:	Progress Lifeline and Telecare Customers, Control Centre, Lifeline Team		

Job Purpose

The Stock Control Officer will be responsible for contacting customers or their contacts by telephone, scheduling appointments to arrange and collect Lifeline and Telecare equipment. Processing the collections including cleaning equipment and sensors, all in house computer systems and database updates for reprogramming the equipment for re-use. Providing stock management support for the Installation team by ensuring stock levels are monitored and replenished in a timely manner and liaising with other staff within the Progress Lifeline department and external contractors for deliveries and collection of new stock.

Specific Duties

1. To be responsible for the inventory process of ordering and receiving new stock via an in house computer system.
2. To be liaise with external contractors to schedule all returns following a documented process.
3. Adhere to all documented procedures and write updates should the process change.
4. Use of barcode wasp to replenish stock levels and preparing stock for Installer vans and assign equipment accurately to various warehouse locations on the in house system.
5. Monitor stock levels for the Progress Lifeline and Telecare and placing orders with each manufacturer and monitoring delivery to ensure all equipment is received.
6. Arrange collections by telephone with customers and other named contacts including family and then collect equipment no longer required by customers.
7. Remove equipment from wall and ceilings as required. Use of ladders will be a feature of the role for which working at heights training will be delivered.
8. Arrange collections in an effective route planning way to ensure mileage is minimized and collection rates are achieved per day.
9. Update all in house computer system with actions taken, orders processed, stock returned
10. Effectively search for outstanding collections using a mobile device.
11. Clean returned equipment including sensors to a high standard and replace internal batteries as required. Test and re-programme equipment for re-use.

12. Process all returned collections and identify faulty equipment to be returned to each manufacturer and update all in house computer systems.
13. Support the Progress Lifeline Department with additional administration duties including photocopying, making service packs, preparing individual items, use of documotive.
14. Develop an in-depth knowledge of Progress Lifeline and Telecare products.
15. Maintain customer confidentiality at all times.
16. Assist stock control officers within the department.
17. Use of own car will be a requirement for which mileage allowance will be paid – occasional use of a progress lifeline department vehicle may be provided. In all instances business use insurance will be a requirement.

Corporate Responsibilities

1. Work in line with the Group's core value.
2. Participate in the Group's staff Personal review and Development Plan (PRDP) process.
3. Comply with the Group's Equal Opportunities, Customer Care and Health and Safety policies.
4. Undertake any additional training considered relevant to the performance of the duties of this post and in furtherance of the Group's objectives.
5. Adopt a corporate, coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities within the department.

Special Conditions

A car must be available for work purposes for which a mileage allowance is payable.

A company mobile phone and tablet to be provided

Signature:

Date:

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PERSON SPECIFICATION

Post Title:	Stock Control Officer
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Department:	Progress Lifeline Department
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CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
1. Formal qualifications not essential but applicants should be educated to a reasonable standard	D	Application Form/ Certificates
2. Full Driving Licence valid for use in the UK and access to own transport	E	
<u>KNOWLEDGE</u>		
1. Essential knowledge of IT Systems – word, databases	E	Application Form/ Interview & Assessment
2. Awareness of the equipment used by Customers, i.e. Lifeline equipment, Telecare sensors	D	
<u>SKILLS & BEHAVIOURAL REQUIREMENTS</u>		
1. Previous experience of working with older and vulnerable people.	D	Application Form/ Interview & Assessment
2. Ability to follow documented policies and procedures	E	
3. Ability to communicate over the telephone with customer and family/contacts	E	
4. Ability to arrange and schedule collections geographically to ensure efficiencies achieved	E	
5. Ability to work on own initiative and be self-motivated	E	
6. Ability to work at heights using ladder provided	D	
7. Ability to clean and re-programme equipment	E	

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<p><u>PERSONAL QUALITIES</u></p> <ol style="list-style-type: none"> 1. Reliable and hard working 2. Excellent communicator 3. Have an awareness and understanding of client groups, such as the elderly and vulnerable people 4. Positive approach to challenging situations 5. Open, friendly, helpful and flexible 6. Present a good image of their employer 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>