



Job Description

Job title:	Logistics Officer
Reporting to:	Supply Chain Effectiveness Manager
Location:	Central London/Hybrid Working
Contract type:	Permanent/Full-time (35 hours per week)
Salary:	£30,500 - £33,000 per year dependent on experience

About IHP

Most of us can readily access the medicines we need. But around the world, many easily treatable diseases can mean chronic pain, poor quality of life or even a death sentence. Through the power of partnerships, IHP acts as a vital bridge between the pharmaceutical industry and frontline healthcare NGOs. IHP connects the resources, expertise, and products of healthcare companies with the reach and experience of aid agencies. Through these partnerships, we ensure that surplus medicines and medical supplies reach vulnerable and underserved communities around the world. By linking global healthcare resources with local delivery, IHP enables rapid responses to humanitarian crises while also supporting long-term health system strengthening in regions that are often overlooked and under-resourced. In the last three years, IHP have supported over 54 million patients and vulnerable communities around the world – places such as Sudan, Ukraine and Gaza.

Today, IHP stands as one of Europe's leading organisations sourcing donated medicines. Navigating the complex logistics of international medicine donation, from securing import permits and temperature-controlled packaging to managing multimodal transport, is what we do best.

Our Christian faith underpins all that we do. It motivates us to care for those in need, and give our best in all circumstances, as an expression of God's love. We believe that everyone, regardless of their age, gender, disability, religion or ethnicity, should be able to access the medicines they need.

Overview of the role

We work in a highly regulated sector – because the correct storage, handling and transportation of medicines ensures we maintain the highest quality of product for those in need. All these processes require excellent record keeping and maintaining strong partnerships generates a lot of administration.

The Logistics Officer is responsible for a key area of IHP's work arranging the shipping of donated medicines around the world. This means updating data on systems, preparing shipping documentation and liaising with pharmaceutical companies and our overseas NGO partners who receive the medicines for disaster response and health programmes.

The specific purpose of this post is:

- To process donated products to our NGO partners around the world
- To ensure stock (the medicine) is managed and shipped efficiently

Responsibilities

- To undertake IHP's logistics/shipping activities including:
 - To prepare shipping documentation
 - Secure shipping quotes from logistics carriers
 - Keep shipping files up to date
 - Maintain appropriate records of invoices and other documents related to shipping and logistics
 - To oversee the shipping process and proactively problem solve when necessary
 - To communicate regularly with external partners, including key logistics partners, carriers, NGOs receiving shipments and others, to support smooth and efficient logistics
- Checking data and certificates for products (e.g. certificates of analysis)
- To create and manage shipments in our inventory management system
- Other general administrative duties, as required
- Ensure GDP (Good Distribution Practice) compliance as it relates to appropriate areas of responsibility - training will be provided
- Represent Supply Chain on the Quality Management Team, to oversee compliance within the logistics function in collaboration with the Compliance Manager and feedback QMT decisions and information. Collate and feed into QMT issues, update documentation, and lead on QMT projects as required
- To support other teams as and when necessary
- Other tasks and duties at the direction of the line manager

Person Specification

Knowledge and experience

- Experience of administration and record-keeping
- Excellent IT skills and adaptable to new systems
- Experience of working with data and systems
- Experience of logistics (desirable)

Skills and attributes

- Committed to IHP's Christian Ethos
- Highly organised, efficient and self-motivated
- Excellent administration skills

- A commitment to accuracy, numeracy and excellent attention to detail
- Strong problem-solving skills
- Excellent written communication skills
- Ability to work with competing priorities, deadlines and targets
- Strong interpersonal skills and ability to adapt as part of a small team
- IT literate in all major Microsoft Office applications
- Intermediate Microsoft Excel (desirable)

Our Christian Ethos

All our staff regularly spend time together praying for IHP's work. Our occupational requirement necessitates that the successful candidate will have a personal commitment to the Christian faith and actively support IHP's Faith Statement.

Our Policies and Procedures

You will need to understand and comply with our policies, including Safeguarding and Data Protection. You will be provided with appropriate training and resources to fulfil the tasks and responsibilities effectively. IHP is an Equal Opportunities Employer.