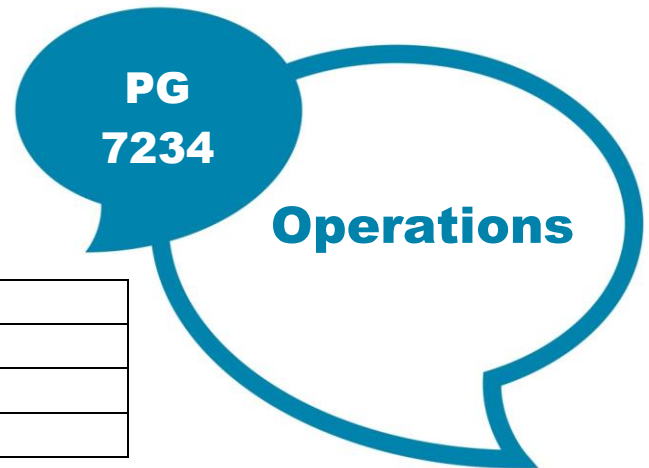


Post Specification



Date	March 2021
Post Title	Operations Technician
Role Profile	OP5
Final Grade	Grade 6

To be read in conjunction with the job family role profile

<p>Service Area</p> <p>Provider Services – Community Equipment Service</p> <p>The Community Equipment Service provides a range of equipment and services to Health and Social Care customers to enable people to continue to live at home and to remain independent for as long as possible.</p>
<p>Purpose of this post</p> <p>The role of Operations Technician is to support the Senior Operations Technician to assist in the efficient and effective planning and organising of a range of activities related to quality equipment provision by using agreed processes and practices.</p>
<p>Key job specific accountabilities</p> <p>This job and this description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially and it is neither exhaustive nor inclusive and is subject to review periodically to meet changing circumstances and demands.</p> <ol style="list-style-type: none"> 1. To be responsible on a day to day basis for the receipt, storage and issue of equipment in accordance with the Council policies and procedures 2. Respond to general queries in respect of standard and non-standard stock/equipment 3. Support the co-ordination and completion of warehouse activities to manage stock availability and to ensure that all issues and returns are controlled and agreed stock levels are maintained. 4. Undertake the testing and servicing of equipment in stores to ensure it continues to work effectively and statutory requirements are met 5. Maintain and contribute to relevant records using appropriate electronic and paper-based systems to ensure records are complete and accurate 6. Support the Senior Operations Technician to ensure compliance with all relevant Health and Safety procedures e.g. Incident Reporting, Infection Prevention, Manual Handling,

Road Traffic Act, PPE, to ensure the safety of self, colleagues and customers

Key facts and figures of the post

Budget responsibilities	<ul style="list-style-type: none"> None
Staff management responsibilities	<ul style="list-style-type: none"> None
Other	<ul style="list-style-type: none"> Responsible for equipment:- the maintenance, security and housekeeping of the stores buildings, contents and associated depot areas and assets

Disclosure and Barring Service – DBS Checks

This post does not require a DBS check.

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ Level 2 or equivalent experience or knowledge in a relevant work area
- Knowledge of Health and Safety and related procedures and policies and how they apply to warehousing and storage
- Experience of organising and planning work to ensure work is completed efficiently and effectively and in line with the needs of customers
- A full driving licence with at least 1 years driving experience
- Physically fit with the ability to lift heavy items in accordance with Health and Safety procedures
- Commitment to ongoing personal development through the attendance of regular specialist and non-specialist training e.g. PAT Testing, equipment familiarisation etc
- Understanding of how to deal with customers to deliver quality, high levels of customer care
- ICT competent with the ability to use standard and bespoke software
- Be committed to working as part of 'one team'.

Job working circumstances

Emotional demands	<ul style="list-style-type: none"> None
Physical demands	<ul style="list-style-type: none"> Exposed to significant lifting and carrying, i.e. small plant and machinery, containers etc.
Working conditions	<ul style="list-style-type: none"> Normal working conditions in a range of locations including warehouse, customer domestic premises and care homes

Other Factors

- Ability to travel throughout the county