



Cumberland Council

Post Specification

Date	February 2023
PG Number	7229
Post Title	Maintenance Technician
Job Family	Operations
Job Family Role Profile	OP7ii
Final Grade	Grade 8

To be read in conjunction with the job family role profile

Service Area description

Provider Services – Cumbria Care
Community Equipment Service

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.

Purpose of this post

The role of Maintenance Technician is to work with the Senior Maintenance Technician to assist in the efficient and effective planning and organising of a range of service and repair activities related to quality equipment provision by using agreed processes and practices.

Key job specific accountabilities

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.

1. Plan, organise and undertake the maintaining, repair and testing of equipment, including being part of an out of hours service, to ensure it continues to work effectively to ensure risks to customers are minimised and statutory requirements are met.
2. Provide general technical advice in respect of maintenance and repair of equipment and to work with the Senior Maintenance Technician to provide training to prescribers of equipment and other providers.
3. Act as a point of contact to deal with unplanned events such as an urgent request for equipment provision or an equipment failure/breakdown to ensure quality, health and safety and customer care standards are maintained at all times.
4. Maintain and contribute to relevant records using appropriate electronic and paper-based systems to ensure records are complete and accurate
5. Work with the Senior Maintenance 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

Please note annual targets will be discussed during the appraisal process

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"> • You will be required to be part of the ICES teams out of hours on call arrangement
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • NVQ Level 2 in Engineering Maintenance and Installation or similar or equivalent experience or knowledge in a maintenance environment • Knowledge of Health and Safety and related procedures and policies and how they apply to warehousing and storage • Experience of organising and planning the work of others 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'. 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • DBS Enhanced - Adults 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • Minimal exposure to situations that could be emotionally demanding
Physical Demands	<ul style="list-style-type: none"> • Some physical demands required when installing / repairing equipment
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	
<ul style="list-style-type: none"> • Ability to travel throughout the county • Rota based work pattern to include weekends 	