



Cumberland Council

Post Specification

Date	April 2023
PG Number	7236
Post Title	Senior Operations Technician
Job Family	Operations
Job Family Role Profile	OP9i
Final Grade	Grade 9

To be read in conjunction with the job family role profile

Service Area description

Provider Services – 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 the Senior Operations Technician is to supervise and organise the day to day management of a range of activities related to quality equipment provision by using agreed processes and practices and to ensure that all work activities are carried out with a focus on performance, safety and quality.

Key job specific accountabilities

1. Organise and co-ordinate the day to day activities associated with equipment delivery in the Community Equipment Service to ensure priorities are met, standards are achieved, and equipment is delivered in an efficient and effective way.
2. Provide general technical advice in respect of standard and non-standard stock/equipment
3. Co-ordinate and undertake warehouse activities to manage stock availability and to ensure that all issues and returns are controlled and agreed stock levels are maintained.
4. Responsible to the Team Manager, for the control of all the owned and leased assets required to support operations including, plant, fleet, work equipment etc.
5. Maintain and contribute to relevant records using appropriate electronic and paper-based systems to ensure records are complete and accurate
6. Supervise and develop staff within area of responsibility to ensure work objectives are met, teamwork is well organised and HR procedures are adhered to including discipline, performance management and appraisals.

7. Carry out appropriate risk assessments to ensure staff comply with all relevant Health and Safety procedures e.g. Safe Systems of Work, 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"> • Supervision of Operations and Driver Technician team
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 • Required to be part of the CES teams out of hours on call arrangement

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ level 3 or relevant equivalent
 - Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
 - Thorough understanding of the rules and regulations associated with the service and repair of equipment provided by the service
 - Experience of supervising staff and work allocation
 - Working knowledge of materials/equipment used in the work situations by the teams, their safe use and application circumstances.
 - ICT competent with skills relevant to the work area.
 - Ability to plan and control work deadlines within limited resources
 - Experience of customer engagement
 - Experience in supporting and developing risk management approaches
 - Demonstrable problem-solving experience
 - The ability to work to a high degree of accuracy, timescales and tight deadlines
- The ability to communicate effectively verbally and in writing with all levels of clients, colleagues and customers

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Minimal
Physical Demands	Exposed to some lifting and carrying, i.e. small plant and machinery, containers etc.
Working Conditions	Working mostly in a store's environment
Other Factors	