

## Job Description

### Jels Officer (Warehouse)

Reference: 4411

Date: April 2026

<b>Job Family:</b>	<b>Care / OT</b>
<b>Level:</b>	<b>2</b>
<b>Band:</b>	<b>5</b>
<b>Career Track:</b>	<b>Technical, Professional and Supervisory</b>

### Job Purpose

To support and deputise for the Senior Team Lead in the efficient day-to-day operation of the Joint Equipment Loans Service (JELS) warehouse and delivery service, ensuring service KPIs are consistently met. This includes supervising and deploying staff resources effectively, overseeing the receipt, decontamination, maintenance, testing, repair and issue of community equipment in line with statutory and safety standards, and undertaking delivery, installation and collection duties when required. The role also supports staff development and training, promotes safe working practices, and ensures continuity of service during staff absence, emergencies, and periods of operational pressure.

### Service Purpose

The Joint Equipment Loans Service (JELS) enables people with health or social care needs to live safely and independently at home by providing loan equipment that supports everyday living. The service operates across a 2,000-square-mile area, serving a population of approximately 314,000 people. Following assessment by health or social care professionals, appropriate equipment is supplied to meet individual needs, promoting independence, comfort, and wellbeing. Through the timely provision of practical solutions, JELS helps maintain quality of life and reduces risks within the home environment.

### Duties and Responsibilities

#### Operational Leadership & Supervision

- Provide first-line leadership to warehouse staff, working largely unsupervised while maintaining daily liaison with the Senior Team Lead and JELS management to review priorities, performance, emergencies and urgent work

#### Workforce Planning & Resilience

- Plan and manage daily and rolling work rosters across deliveries, collections, cleaning, maintenance and general warehousing activities, re-allocating workloads in response to staff absence, vehicle breakdowns or operational pressures to ensure service KPIs are met.

#### Premises & Security Management

- Act as designated key holder, responsible for opening and closing the premises and supporting the safe and secure operation of the warehouse.

### **Service Delivery & Logistics**

- Coordinate and, where required, undertake the loading, unloading routing and re-routing of vans to minimise disruption to service users, including planning for complex or specialist deliveries such as two person lifts and multi-agency cases.

### **Equipment Assembly, Delivery & Installation**

- Deliver, collect, assemble, install and remove community equipment in clients' homes, residential care settings and hospitals, using client prescriptions and manufacturer guidance to ensure safe and correct use.

### **Technical Diagnosis, Repair & Testing**

- Diagnose equipment faults in the warehouse and during call-outs, carry out mechanical and electrical repairs, interpret technical manuals, and undertake PAT testing and routine equipment checks in line with regulations and standard operating procedures.

### **Decontamination, Cleaning & Safe Handling**

- Operate and maintain decontamination and industrial washing equipment, safely handle cleaning materials, and apply infection control procedures, using appropriate tools, machinery and physical skills for the manipulation of equipment.

### **Stock Control & Asset Management**

- Manage the flow of equipment and stock within the warehouse, including placing new stock, maintaining appropriate levels of spare parts and consumables, analysing economic viability of repairs, and inputting accurate data into manual and computerised stock systems.

### **Quality Assurance, Audits & Service Improvement**

- Carry out quality checks, equipment testing and audits of own work and that of others, support service improvement initiatives, KPI reviews, and contribute to development projects and policy/practice improvements.

### **Training, Induction & Knowledge Sharing**

- Support the induction of new starters, deliver and coordinate statutory and in-house training, share knowledge on equipment and process changes, and provide structured one-to-one supervision and appraisal reviews with support from the Senior Team Lead.

### **Communication & Liaison**

- Provide and receive routine operational information, liaising with internal teams and external partners, and coordinating with other community services to meet specialist or unusual requirements.

### **Compliance, Health & Safety**

- Work in accordance with NCC policies, standard operating procedures, health & safety and safe working practices, including the competent use of vehicles (Luton, panel vans), pedestrian forklift trucks, and hand or powered tools.

## **Person Specification**

### **Professional and Technical Requirements**

#### **Qualifications**

- Level 3 warehouse managerial qualification or equivalent experience

#### **Knowledge, Skills and Experience**

- Experience of inter-agency working within health and/or social care.
- Good working knowledge of Infection Control and Health & Safety requirements.
- Experience in stores management, stock control, distribution and logistics systems.
- Knowledge of loan equipment services, including Moving and Handling.
- Experience of procurement and contracting for repair and maintenance services.

- Proven experience working in a supervisory role and coordinating services.
- Competence in logistics warehouse software
- Experience of line management
- Full valid driving licence and access to a vehicle (reasonable adjustments considered)

## Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

## Strengths

- **Team Leader** - You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.
- **Problem Solver** - You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Decisive** - You use your judgement. You take a considered approach to situations and tasks when making decisions.
- **Service Focused** - You look for ways to serve customers putting their needs at the heart of everything you do.
- **Disciplined** - You follow processes, operating well within set standards, rules and guidelines.

## Desirable

**Disclosure and Barring Service (DBS) Requirements** - Where applicable, the successful candidate will be required to undertake an Enhanced DBS check, including a barred list check if the role involves regulated activity