

Northumberland County Council

JOB DESCRIPTION

Post Title: Warehouse Refurbishment Technician		Director/Service/Sector: Community / Joint Equipment Loan Service		Office Use JE ref: 4591
Band: 2		Workplace: Cramlington		
Responsible to: Warehouse Supervisor		Date: Sept 25	Job Family: Community	
Job Purpose: • To refurbish and decontaminate, equipment effectively and efficiently for redistribution in the community. • Under supervision carry out the servicing and repair of electrical and mechanical equipment in accordance with manufacturers manuals, and, to ensure appropriate recording in accordance with PUWER & LOLER regulations. • To work in a safe manner with due regard to Health & Safety and Infection Control policies and guidance. • To undertake appropriate training to be able to continue with the servicing and maintenance of new and existing equipment. • To perform general housekeeping tasks in line with Health & Safety				
Resources	Staff	Do not manage any staff or complete appraisals.		
	Finance	Do not have any direct budget responsibility.		
	Physical	Some physical demand with periodic requirement for increased physical effort . Capable of frequent moving and handling of equipment in line with the Health and Safety Executive (HSE) manual handling at work guidance. Capable of frequently using small hand and powered tools. E.G cordless drill, Jet washer Capable of using step ladder. Manual washing of some equipment using warm soapy water, alcohol wipes and approved cleaning chemicals Frequently lifting and moving of community equipment each piece in line with the Health and Safety Executive (HSE) manual handling at work guidance within the warehouse Unpacking and repacking of equipment as and when required Standing at work benches when manually cleaning, refurbishing, and maintaining equipment.		
	Clients	Working with other Warehouse staff. Reporting to Warehouse Supervisor. Liaising with customer service staff within a warehouse environment		

Duties and key result areas:

- Carry out day-to-day warehouse and equipment handling duties under the guidance and oversight of the Team Supervisor.
- Support the efficient flow of stock, including placing new stock in the warehouse, assisting with internal deliveries, and timely van loading.
- Participate in daily discussions with the Team Supervisor to prioritise emergency, urgent, and routine tasks.
- Interpret assembly and operation manuals for standard equipment.
- Clean, decontaminate, refurbish, and maintain community equipment following training, escalating complex issues to the Supervisor as needed.
- Utilise appropriate equipment safely, including pedestrian electric forklift trucks, hand/powered tools, industrial washers, and sanitation machines.
- Undertake repairs and use judgement to assess economic viability, seeking guidance from the Supervisor where appropriate.
- Maintain appropriate stock levels of spare parts and consumables.
- Accurately input stock control data into manual and electronic systems.
- Create and maintain service records for electrical and mechanical equipment.
- Complete standard warehousing duties such as receiving deliveries, checking paperwork, booking-in items, order picking, and van loading.
- Conduct regular audits of own work, including equipment testing, under established procedures and Supervisor direction.
- Ensure compliance with all relevant policies, procedures, and statutory requirements (e.g., LOLER/PUWER).
- Actively participate in training identified by the Supervisor to support continuous learning and development.
- Support the induction of new staff by sharing procedures and promoting safe working practices and allow shadowing of new team members
- Share knowledge of new equipment and process changes with colleagues to support team effectiveness.
- Follow NCC policies and working practices and support the implementation of changes under the direction of management.
- May contribute to improvements by providing feedback on procedures and practices as appropriate.

Mental Skills

- Be able to problem-solve and carry out risk assessments on individual cases involving standard equipment, following an escalation process when issues cannot be resolved at first level.
- Diagnose faults with any equipment that is not functioning correctly and find a solution seeking advice from supervisor where necessary, also use judgement to assess the best value for money model if equipment is beyond economic repair.
- Regarding the working practice of the warehouse, it is a team effort to organise storage/stock and positioning of equipment (clean and dirty) to support an efficient flow within the warehouse.
- Through staff engagement sessions post holders have provided the ideas/suggestions that have been taken forward to make their working practice more efficient and effective.

Communication

- Sensitivity and tact are crucial to the role alongside good customer service, communication and interpersonal skills.
- Regular feedback

Patient/Client Care

- Responsibility to the Joint equipment load budget by ensuring items are collected, return to stores, checked, safely disposed of if no longer economical to repair or cleaned, maintained, serviced and recycled.
- A high level of confidentiality is maintained often clients, family, neighbours, friends etc may try to engage staff to discuss the return of equipment or collection of equipment.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work site. May include weekends and evenings.
Working patterns:	Mainly indoors. Occasional exposure to working outdoors.
Working conditions:	Decontamination of rehabilitation equipment, possibly soiled with human waste, using decontamination washer machine. Working pattern can be unpredictable on a day-to-day basis e.g. Interruptions for emergencies

PERSON SPECIFICATION

Post Title: Warehouse Refurbishment Technician		Director/Service/Sector:		Ref: 4591	
Essential		Desirable			Assess by
Qualifications and Knowledge					
Must be competent and confident in the use of power tools and operating electrical equipment Assessing risk, taking appropriate action and escalate where appropriate. Basic numeracy and literacy skills		NVQ3 level of knowledge or equivalent knowledge and / or experience of electrical and mechanical equipment Knowledge of a range of procedures for electrical and mechanical equipment to NVQ3 level or equivalent level of knowledge and / or experience. Have relevant certificate or equivalent experience in maintaining, servicing and be familiar with mechanical equipment. Knowledge of COSHH guidelines Knowledge of PPE and Health & Safety guidelines			
Experience					
Warehousing experience · Mechanical / electrical knowledge and use of small hand and powered tools. Practical hands-on experience and outlook					
Skills and competencies					

Computer based stock control system. Use of IT and technology. Basic computer skills		
Physical, mental, emotional and environmental demands		
Presentable and friendly demeanour Mental Demands • There are regular conflicting demands when emergency requests come in for equipment needed to support a hospital discharge. • Within the warehouse there are occasional periods of enhanced concentration when equipment is being cleaned and serviced to ensure the items meet infection control requirements and are safe to reuse. • Bring to the attention of the Team Supervisor any equipment that needs to be decommissioned and disposed of safely. • Physical demands Some walking, lifting moving of equipment		
Emotional Demands • Contact with the public may result in some emotional demands.		
Motivation		

The post holder is able to work independently however the supervisor is available for reference A commitment to providing a quality service under the direction of the Team Supervisor. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits