

Role Profile Blank Template

(Refer to guidance to assist with completion)

Job Title: SCES Drive Technican- Warehouse Assistant	Role Profile Number: SBC_12393
Grade: CFL3 Salary:	Date Prepared: 05.08.2025
Directorate/Group: Adults	Reporting to: Operational Manager
Structure Chart attached: No	

Job Purpose

To work as part of the Delivery/Warehouse Team, delivering installing and collecting daily living aids and medical devices, to help to maintain people in their own homes. In addition, the post holder will assist with cleaning equipment, manual storekeeping and carrying out minor repairs.

Key Accountabilities

- Customer service, both face to face and via telephone with service users,/carers and family and/or health professional.
- To complete safe delivery of daily living aids and medical device equipment following transport rules and regulations.
- Delivery, installation and collection of daily living aids and Medical Device Equipment - following safe systems of work and established processes and procedures.
- When delivering equipment, deal with potentially difficult situations in a sensitive and professional manner.
- Drive and be responsible for the allocated vehicles. Duties will include vehicle checks, required routine maintenance (oil and water) and cleaning (using wash bay). Transport goods equipment and personnel. Assisting in the loading and unloading of the vehicle when necessary and completion of associated paperwork
- Report any accident damage, or near miss to property, persons, the vehicle and / or containers as soon as possible.
- To assist with Equipment Cleaning, Quality Control and locating equipment in Stores area.
- To select items of equipment for delivery round.
- To identify and carry out small repairs to equipment, e.g. replacing cushion pads via screws and bolts.

- To be proficient in the use of mechanical cleaning equipment to ensure all equipment meets the required standards for issue.
- To undertake any other duties that may be accommodated within the banding and level of the post.
- Record and relay accurate information regarding equipment deliveries or collections ensuring polite and professional interaction with service users.
- To undertake dynamic and written risk assessments
- To assist in Reception area: receiving stock, recording and bar-coding
- To issue stock to Staff and members of the public.
- To assist with keeping the store clean and tidy – general housekeeping.
- To be aware of Health & Safety requirements, including those of staff and visitors to the Stores and to take part in any training that may be needed.

Supplementary Accountabilities

In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

This job description is intended as a general guide to the duties of the post and is not inflexible. It may be altered from time to time to reflect the changing needs of the organisation in consultation with the post holder.

Knowledge & Experience

- Experience of driving a van
- Hold a clean drivers licence
- Experience in OT equipment

Qualifications

- NVQ 2 or ability to work towards

Potential Risks:

- Potential for exposure to needles aggression, injury, disagreeable or unpleasant hazards.
- The use of PPE, Health and Safety.

Decision Making

- Is empowered to make daily decisions within a structured process.
- Identifying different acceptable materials.

Creativity and Innovation

- Insert elements of the job where creativity and innovation are required.
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<u>Job Scope</u> Delivery/Warehouse Team, delivering installing and collecting daily living aids and medical devices, to help to maintain people in their own homes <u>Typical tasks supervised/allocated to others</u> <ul style="list-style-type: none">• Demonstrate skills, be vigilant with respect for the safety of others.	Budget Holder No Responsibility None Asset Responsibility:	Yes/No . ICB, GWH, SBC £1.5 Million
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Contacts and Relationships

- Verbal contact with SBC employees.
- Verbal contact with GWH and ICB
- Verbal contact with public.
- To be tactful and provide general advice and guidance to the public.
- If required, manage conflict (diffuse the situation) from members of the public.

Values & Behaviours:

(refer to guidance)

Self- Awareness

- Awareness of one's own behaviour, values, attitudes, strengths and weaknesses.
- Ability to reflect on one's behaviour and change them.

Integrity

- Authenticity – being yourself and not wanting to look good or avoiding to look bad.
- Leading by example – being the role model you wish others to grow in to.

Collaboration

- Giving space to others and not imposing own views or judgements.
- Enabling development through co-creation and collective learning.