

JOB SUMMARY

Post Title	<i>Warehouse Supervisor</i>						
Job Family	<i>Service Delivery</i>	Pay Range	7	Line Manager to others?	Yes	Role profile ref	<i>SD07</i>
Service Area	<i>Community Equipment Service</i>						
Line Manager	<i>Operational Lead</i>						
Location	<i>19 Barry Way, Newport</i>						

Job Purpose

The Community Equipment Service is a jointly funded service which provides equipment and adaptations to Island residents to enable them to live independently and safely within their own home.

The Warehouse Supervisor will play a vital role in the day to day running of the store to ensure stock levels are maintained and to provide a critical delivery and installation service for Island residents.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To be responsible for the maintenance of the warehouse and the day-to-day health and safety requirements
- To be responsible for stock management, ensuring deliveries are processed in a timely manner and to provide accurate information on stock levels as requested
- Ensure stock is cleaned and quality assured in accordance with legislation and manufacturer guidelines and in a timely manner.
- To plan and organise own workload with a high level of interaction with a range of clients and stakeholders.
- Respond to changing events/competing deadlines, to deputise for the Operational Lead as and when required
- To be up to date on latest technical industry developments and to provide information and training on technical, operational and maintenance of a range of community equipment.
- To maintain CES systems to ensure all data is accurate and to recommend improvement in procedures/processes and support the delivery of any changes
- To maintain professional relationships with stakeholders to support the development of the service and to ensure team reputation is enhanced
- To support with the management of the services fleet to ensure vehicles are maintained and road worthy at all times.
- To undertake line management duties for the Delivery & Decontamination teams, providing resilience and support where necessary
- To participate in a Duty Management rota to provide wider support to the service out of normal office hours.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Appropriate experience of working with and understanding of the relevant statutory frameworks / requirements.	<i>Experience of working with and understanding the relevant legislation, statutory requirements, and good practice guidance</i>	✓	
Practical knowledge of a range of procedures and specialist equipment to support clients.	<i>Experience and knowledge of working with a range of community equipment such as profiling beds, hoists etc</i>		✓
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>Knowledge and experience of the local health and social care system.</i>		✓

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Sensitivity and empathy to build trusting and supportive relationships.	<i>Proven ability to work effectively within a team and to build relationships with stakeholders</i>	✓	
Skills to influence, persuade and motivate clients to achieve agreed goals and targets.	<i>Experience of working with customers and their families and managing expectations</i>	✓	
Proven ability to build and maintain constructive working relationships with a range of people.	<i>Ability to effectively engage, communicate and influence partner organisations as well as the public</i>	✓	
Proven ability to research, analyse and present complex information.	<i>Experience of reviewing, interpreting and presenting data to support wider strategic decision making</i>	✓	
Proven ability to prioritise own workload and achieve deadlines.	<i>Experience of working under pressure, prioritising workloads and handling changing priorities.</i>	✓	
Literate and numerate. Ability to maintain required records.	<i>Good literacy and numeracy skills to be able to record, report and present statistical information in an easy-to-read format.</i>	✓	
ICT skills including use of Microsoft applications.	<i>Experience of Microsoft packages, in particular Outlook, Excel and Teams</i>	✓	
Proven ability to communicate one to one and in small groups.	<i>Confident and authoritative communicator</i>	✓	
Proven ability to plan the management of challenging behaviour in clients	<i>Experience of dealing with difficult situations where there are perceived, or actual issues that need resolving</i>	✓	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.			
GCSE level qualifications or equivalent			
European Computer Driving Licence or equivalent			
Other Requirements			
<i>Clean Driving Licence to drive fleet vehicles</i>			
Organisation Structure (optional)			