

## JOB SUMMARY

<b>Post Title</b>	<b>Assistant Quality Assurance Technician</b>						
<b>Job Family</b>	Service Delivery	<b>Pay Range</b>	5	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	SD05
<b>Service Area</b>	Community Equipment Stores (CES)						
<b>Line Manager</b>	CES Manager						
<b>Location</b>	19 Barry Way, Newport Business Park						

**Job Purpose** 1-2 sentences

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 Assistant Quality Assurance Technician will play a vital role in the day to day running of the service to ensure that equipment is fit for purpose and maintains regulatory and service standards.

**Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)** 6-8 bullet points max

- To ensure stock levels are maintained in the store so that service standards can be met.
- Ensure the operation of specialised equipment is maintained in accordance with regulatory and manufacturers recommendations.
- Maintain technical skills and knowledge in order to advise and guide professional stakeholders and clients as necessary.
- To work independently and flexibly to support Quality Assurance Technicians and wider CES team.
- To support the CES Manager with general maintenance of the storeroom.
- To maintain CES systems to ensure all data is accurate and up to date.
- To maintain professional relationships with stakeholders to support the development of the service.
- To support the CES Manager in developing the service in line with national best practise.

**Knowledge, Skills and Experience**

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Reliable, responsible.		✓	
Practical knowledge of ICT systems.	Including Microsoft packages.	✓	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Practical experience of working within a warehouse environment.		✓
	Working knowledge of community equipment and the relevant regulatory standards.		✓
Self-motivated with the ability to work to clearly defined targets / deadlines.	Ability to work on own, to make decisions, act on own initiative and use excellent organisational skills.	✓	
	Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable.	✓	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	The ability to communicate effectively at all levels with the public, staff, members and other agencies on sensitive and personal issues.	✓	
Knowledge of relevant health and safety procedures.	Good understanding of Health and Safety, COSHH regulations and ability to appropriately risk assess.	✓	

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Ability to follow routines, carry out set plans, record and monitor information accurately.		✓	
Awareness and understanding of the customer's needs.	Able to emphasis with clients needs and understand the importance of equipment being processed in a timely fashion.	✓	
Able to maintain accurate records as and when required.	Accurate recording of LOLER and service dates, ability to use bespoke warehouse system.	✓	
Basic literacy and numeracy.		✓	
Safe and competent use of relevant equipment / tools.	Competent in using a variety of tools and equipment relevant to the role.	✓	
	Previous experience working with electrical equipment.		✓
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
GCSE level qualifications or equivalent experience.	Educated to GCSE Level Grades 5-9 in Maths and English, or equivalent.	✓	
	Electrical or Mechanical Qualification.		✓
May require relevant certifications including evidence of fluency in English language.			
European Computer Driving Licence or equivalent.			✓
<b>Other Requirements</b>			
Full Driving License			