

JOB SUMMARY

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|---------------------|------------------------------------|------------------|---|--------------------------------|-----|-------------------------|-------------|
| Post Title | Warehouse Supervisor | | | | | | |
| 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) | | | |