

**Job Title: Technical Assistant – PPE, Community Support and Logistics**

**Grade: 7**

**Job Family: Technical**

**Responsible to: Assistant Team Leader (Logistics)**

**Responsible for: Not responsible for anyone**

**Evaluated by Grading Panel: June 2019 – Based on Technical Assistant – Logistics JD**

**Version: 1**

### PURPOSE

In response to the COVID19 pandemic and support required for the Kirklees district. As a proactive Officer, the post holder will support the Team Leader and deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to support our partners in local foodbanks to deliver food, prescriptions and other items to the most vulnerable in our community. In addition, the role will support the picking, delivery and stock taking within the district PPE store to ensure supplies are distributed in a timely manner and stocks are maintained accurately. When required the role may also support delivery of general stores items to building sites across the Kirklees district and collect waste from site and bring back to depots for safe and appropriate disposal.

The post holder will be responsible for providing an efficient, effective, pro-active and customer focused service to colleagues within KNH and Kirklees Council, handling enquiries, giving information and resolving queries as required.

### ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Provide a support service to our partners across Kirklees to distribute Food parcels and other items in a timely and COVID secure manner to the most vulnerable residents in the borough;
- › Provide a materials management support service to Team Leaders and operatives. Help to ensure high levels of satisfaction and productivity through the provision of a fast and accurate service at the stores-counter, if required, and to site
- › Participate in customer feedback to help ensure materials and services are continuously improved
- › Liaise with suppliers and our partners to help ensure deliveries are accurately recorded and fulfilment levels are high;
- › Take responsibility for the safe custody of the stores building and contents, which includes materials, plant, equipment and vehicles used in the operation of the stores service.
- › Accurately issue and record all stores materials;
- › Participate in stock taking exercises in the stores and of van stocks
- › Maintain a fast and accurate replenishment service for van stocks as required;
- › Work collaboratively with your Team Leader/General Manager and other Officers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare professional and clearly written communications to colleagues, partners and customers.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Transport materials and equipment to, from and between sites. Assist operatives in lifting, loading/unloading of goods to site and waste from site.

## DECISION MAKING

- › Organise and prioritise own workload, responding to customer demands as they arise alongside planned and routine work.
- › Seek advice when unable to answer queries or unable to answer queries or provide solutions within KNH policies or procedures.
- › Liaise with the Assistant Team Leader (Logistics) and Team Leaders elsewhere in KNH Property Services to respond to emerging issues and changing priorities
- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

## CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

## FINANCIAL MANAGEMENT AND PROCUREMENT

- › Manage resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Team Leader to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- › Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation.

## LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession, as appropriate, to secure any information needed.
- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.
- › Ensure all individual operational activity is in line with guidance on the recording and reporting of concerns in the KNH Safeguarding Policy.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures.

## CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).

- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Team Leader**.

## EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

## PERSON SPECIFICATION

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## RELEVANT EXPERIENCE

**Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)**

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<b><u>Education/Qualifications</u></b>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	D	X		
<b><u>Experience</u></b>				
› Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	E	X	X	
› Demonstrate a proven track record of delivering targets and goals within operational plans	E	X	X	
› Skill and ability to work effectively with partner organisations and colleagues to achieve common goals	E	X	X	
› Previous experience of data input and maintenance of databases and/or Contact Management Systems	D	X	X	
› A good level of computer literacy to interrogate various software packages	E	X	X	

<ul style="list-style-type: none"> <li>› Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role</li> <li>› Able to work flexibly and be responsive to change in order to improve performance</li> <li>› Ability to work effectively as part of a team coupled with the ability to work independently to achieve results</li> <li>› Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets</li> </ul>	E	X	X	
	E	X	X	
	E	X	X	
	D	X	X	
<b><u>KNH BEHAVIOURS</u></b>				
<b>Progressive</b> <ul style="list-style-type: none"> <li>› Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working</li> </ul>	E	X	X	
<b>Engaged</b> <ul style="list-style-type: none"> <li>› Able to demonstrate that they are passionate about their work and what KNH is trying to achieve</li> </ul>	E	X	X	
<b>Respectful</b> <ul style="list-style-type: none"> <li>› Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities.</li> </ul>	E	X	X	
<b>Customer Focused</b> <ul style="list-style-type: none"> <li>› Able to demonstrate delivery of excellent customer service within a customer focused environment</li> </ul>	E	X	X	
<b>Honest</b> <ul style="list-style-type: none"> <li>› Proven track record of being transparent and open</li> </ul>	E	X	X	

<b><u>Other Requirements</u></b>				
> Ability to travel around the borough > > Ability to pass KNH Van test  > Willingness to undertake training courses relevant to the post  > Ability to work over 7 days a week on a rota system to meet the needs of the business and the needs of our partners.	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

**Signature of Post Holder:**

**Date:**