PERSON SPECIFICATION

Job Title: Community Equipment Engineer **Service**: Building Maintenance and Cleaning	**Post No**: **Section**: Community Equipment Store	**Hoople Band**: **Location**: Hereford
All candidates will be considered on their ability to meet the requirements of the person specification	**Essential criteria**	**Method of Assessment***
Experience	• Full, clean UK Driving Licence (ability to drive a van up to 3.5t). • Basic literacy and numeracy (GCSE/Level 2 equivalent) • Interpersonal skills: The ability to communicate effectively and compassionately is crucial, as is patience and customer care. • The role requires an understanding and supportive attitude towards individuals with health issues and disabilities. **Desirable**: • Relevant experience, qualification or certification in a practical/technical/engineering discipline (e.g., electrical, mechanical, or a similar trade). • Knowledge of LOLER and/or PAT testing regulations. • The role requires an understanding and supportive attitude towards individuals with health issues and disabilities. • Experience (advantageous): While not always required, experience in a similar field or with healthcare equipment can be beneficial.	AF/I
Skills and Abilities *Including personal attributes*	• Experience driving a commercial vehicle/large van. • Experience of working in a customer-facing service role. • Practical experience in basic maintenance, repair, and fault-finding of equipment. • Experience in the handling and decontamination of equipment • Experience of multi-drop delivery and route planning.	AF/I

Qualifications and Training/ Knowledge and Skills	• Excellent communication and interpersonal skills, with the ability to explain technical information clearly to non-technical people. • Ability to work independently and manage own workload effectively with minimal supervision. • Basic IT skills (e.g., using a handheld scanner/device, email, and inputting data). • Strong problem-solving skills for on-site repairs and installations. • Experience of multi-drop delivery and route planning.	
Other Factors	• Physical fitness and ability to undertake frequent manual handling of heavy and bulky equipment safely (with training and aids). • Flexible and adaptable approach to work, including willingness to participate in an out-of-hours on-call rota if required. • Punctual, reliable, and professional appearance. • Commitment to promoting equality, diversity, and inclusion. • The job involves regular lifting, moving, and installing of equipment. • Problem-solving: Technicians need to be able to assess a client's home to ensure safe installation and may need to troubleshoot issues with equipment. • Full product and other relevant training are provided by the company. • Company vehicle: A company vehicle is supplied, which can often be taken home outside of office hours. • Community Equipment Engineers typically work full-time hours, such as 42.5 hours per week, usually Monday to Friday. Due to the nature of the service we provide, you are required to participate with our on-call service and be flexible to the needs of the service.	AF/I

Manager Signature:		**Date:**	
Manager Name:		**Job Title:**	

*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed : October 2025