

JOB DESCRIPTION

Job Title: Community Equipment Engineer Service: Building Maintenance and Cleaning	Post No: Section: Community Equipment Service	Hoople Band: Location: Hereford
Organisational information: Responsible to: Kim Hooper Operations Manager Dimensions: Key relationships/Functional links with: <i>Internal: Dodjie Link- General Manager, Hoople BMC staff</i> <i>External: Service Users</i>		
Main Purpose of Job: The Community equipment engineer is responsible for the delivery, installation, repair, and collection of community healthcare equipment at clients' homes. The role is physically demanding, requires strong customer service skills, and involves providing compassionate support to vulnerable individuals.		
Main Responsibilities / Accountabilities: <i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i> - Deliver, install, assemble, and collect a wide range of community equipment (e.g., beds, hoists, chairs, commodes) in service users' homes and other settings. - Ensure all equipment is safely installed and is fit for purpose, adhering to relevant technical and Health & Safety standards (e.g., LOLER for hoists, infection control). - Conduct basic maintenance, fault-finding, and repairs on equipment in the user's home or at the depot workshop. - Complete planned preventative maintenance (PPM) on specialist equipment (e.g., hoists, profiling beds) in line with manufacturer guidelines and service protocols. - Load and unload the delivery vehicle at the start and end of each shift. - Drive a light commercial vehicle (typically up to 3.5-tonne van) efficiently and safely, adhering to all road traffic laws. - Manage a daily schedule of deliveries, collections, and maintenance jobs, optimising routes to ensure timely service. - Conduct daily vehicle checks and report any defects immediately. - Thoroughly clean, decontaminate, and functionally check equipment returned to the depot, preparing it for re-issue. - Visit a service centre daily for restocking equipment. Work as part of a warehouse and distribution team. - Complete 2- person jobs – which involves heavy lifting - Required to complete on-call duties on rota basis		

Client interaction:

Provide clear, safe, and empathetic demonstration and instruction on the correct use of equipment to service users, their families, and carers.

Liaise professionally and sensitively with service users, carers, Occupational Therapists, Nurses, and other prescribers.

Adhere to all service operational procedures, including infection control, manual handling, and health and safety policies.

General information:

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the General Manager and Operational Manager.

This job description will be reviewed regularly in the light of changing service requirements, and any such changes will be discussed with the post holder.

Hoople Ltd is an equal opportunities employer and encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Under the Immigration, Asylum and Nationality Act 2006, prospective employees are advised that they will be required to provide documentary evidence to support their right to work in the UK.

This position will be subject to an enhanced Disclosures and Barring Service Check.

Hoople Ltd is an exceptional employer located in Hereford, offering a fulfilling role. With a strong commitment to employee development, benefits including enhanced holiday entitlement and a pension scheme, we foster a supportive work culture that values teamwork and individual growth. Join us in making a meaningful impact on people's lives while enjoying opportunities for career progression and a rewarding work environment.

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: October 2025