

JOB DESCRIPTION

Job Title: Warehouse Operative / Relief Driver Service: Building Maintenance and Cleaning	Post No: Section: Community Equipment Store	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: To deliver complete end-to-end services through all stages of equipment provision and recycling, within the healthcare sector. Our services allow people to remain in their homes, this helps prevent extended hospital stays, allowing the NHS to deliver frontline care where it is needed most.		
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>		
Job Activities: • Cleaning, decontamination, and preparation of returned equipment • Dismantle and clean/decontaminate returned medical devices and equipment (e.g., beds, hoists, wheelchairs) following strict Infection Prevention and Control and COSHH (Control of Substances Hazardous to Health) procedures. • Ensure the segregated workflow of contaminated and decontaminated areas to prevent cross-contamination. • Carry out basic safety checks and reassemble cleaned equipment. • Managing goods-in, refurbishment, quality assurance and putting away of returned stock. Raising Delivery Query Reports for any defects and quantity differences • Place equipment into the correct storage locations, ensuring safe, tidy, and organised stock placement. • Picking and assembling of equipment, prior to distribution in the community. Quality checking of Special Orders against Prescription • Supporting Monthly stock counting activity. Ensuring that all parts used are accounted and recorded for with a monthly count for Finance Reconciliation.	Frequency Daily/Weekly/Monthly/as required	

- Report faults or complex repair needs to the appropriate Technician/Engineer.
- Maintain the cleanliness and tidiness of the warehouse, workbenches, and tools.
- Always Adhere to all Health and Safety and Manual Handling regulations.
- Performing relief driving on occasion, we aspire for all our staff to progress within the business, such opportunities could be field based delivering equipment in the longer term
- Supporting the role of in-house occupational therapist with cataloguing Returned Specials
- Supporting Prescriber visits in store with equipment advice and demonstration
- Supporting any other duties perceived as appropriate by your manager
- Relief driving – this will include driver pay when needed.
- Support completing 2-man jobs
- Support the on-call rota when needed

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.

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: October 2025