

Job Description

Job Title: Logistics team leader	Service Area: Enabled Living
Division/Section: Equipment service	Location: Waltham Forest
Salary: £40385.42	Date last updated: September 2026

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the Enabled Living. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Enabled Living provide a range of health and wellbeing services that help the people of North East London to live the life they want.

Our **Equipment Service** offers a wide range of community equipment, to support people to continue life in their own homes; from small items like commodes and walking frames, right up to more complex equipment such as medical beds and hoists. We work in partnership with a wide range of health and social care professionals.

Our **Sensory Service** work with residents who are visually impaired, hard-of-hearing, Deaf and Deafblind, to assess and support them to be more independent, safe and confident. We provide specialist, hands-on practical services tailored to people's needs. This includes mobility training i.e. training to use a white cane to undertake a journey on public transport and helping to identify and access services to resolve an issue.

Our **Wheelchair Service** work with residents who have a permanent disability or medical condition which impacts their ability to walk. Our specialist staff work closely with wheelchair users, their families and engineers to assess and prescribe the wheelchair to meet the need of the individual. This could be a simple wheelchair to allow users to get out and about, up to a complex seating system to help maintain posture and mobility.

The Lounge has been designed to look like a real home and is equipped with assistive technology and equipment. The team there support, advice and assess people with emerging, non-complex needs on how they can continue to live independently at home.

Our **Occupational Therapy Service** is a new team in Enabled Living providing Occupational Therapy assessment and recommendations to support the people to live the life they choose.

Enabled Living is in a period of expansion and as such the right candidate will need to be someone who is driven by growth and open to change.

The successful candidate will be able to clearly demonstrate how they exhibit Enabled Living's core values of:

- always do the right thing
- always learning
- always caring
- always here to help
- always working together
- always high performing

Overall Purpose of Job

- Managing logistics team in compliance with company's policies and vision
- Leading a dedicated logistics team.
- Monitor logistics team performance
- Work alongside existing Logistics team leader.
- Ensure accurate documentation and record-keeping for all logistics team members
- Support continuous improvement initiatives and contribute to process optimisation.
- Ensuring a high-quality delivery, installation and technical service is delivered to internal and external customers.
- To manage the day-to-day logistics operation, using the resource available to ensure all delivery, technician and collections requests are fulfilled by field staff.
- Managing a 7-day week rota
- Managing sickness and competency in line with company policies and procedures
- The post holder will be responsible for the maintenance of the fleet vehicles.
- Working in partnership with other team leaders within equipment service
- To continually look for business improvements and to help identify areas for efficiency.

Job Context

1. The post holder reports to the Site Manager
2. The post holder has direct line management responsibility for currently up to 10 driver/ technician staff.
3. The post holder will be responsible and accountable for making effective decisions within the context of their role.
4. The post holder has no budget responsibility.
5. The post holder will be required to work evenings, weekends and occasional public holidays, and at various locations in order to meet the requirements of the service.
6. The post holder will have specific responsibilities across the service in relation to risk management and health and safety.

Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Key Duties and Responsibilities

To undertake all responsibilities listed below:

1. Strategically manage logistics team in compliance with company's policies and vision.
2. To lead the logistics staff to deliver high-quality service; to develop and implement a working culture that is led by example, result-orientated, customer focused and fosters a positive working ethos.
3. To ensure maximum utilisation of logistics staff and fleet vehicles when planning service on a day-to-day basis 7 days a week.
4. Create shift rotas for advance operational planning
5. To plan and monitor staff performance to ensure effective, value-for-money delivery of high-quality services.
6. To develop and maintain operational procedures and effective systems that ensure continuous customer satisfaction and effective operational delivery.
7. Identify and lead on development of changes to ensure smarter/ automated systems to support the efficient work of the logistics team and exceptional customer service.

8. To develop, manage and embed continuous quality improvement and best practice that ensure the service continually improves and staff are developed effectively to deliver the required services.
9. To lead and carry out visits or deploy highly skilled technical support in the field to ensure optimum service delivery.
10. To ensure vehicles are safe, maintained and road worthy and meet all The Vehicle and Operator Services Agency (VOSA) regulations and all Enabled Living staff who use a vehicle comply with Driver and Vehicle Licensing Agency (DVLA) regulations and local policies
11. Adherence of logistics team in relation to manual handling regulations, legislative requirement and ensure infectious control guidelines are followed.
12. To be responsible for implementing quality and health and safety standards to meet the requirements of external accreditation (CECOPS), and monitor quality of work to ensure these standards are met.
13. To uphold and ensure compliance with policies and procedures across the business, including customer complaints and Information Governance.
14. Liaise with warehouse team, customer service team and external partners to ensure smooth running and effective logistics operation.
15. To be part of Equipment Coordinator team and to work closely with the Warehouse and customer service team leaders and work closely with the Site Manager and Head of Operations of Equipment Services to drive continuous improvement of the service.
16. To contribute to developing an organisational culture which is positive, forward looking, results orientated and continually improving, and focused on business priorities and meeting individuals' needs
17. Recruit, select, induct, coach, train and performance manage logistics staff.
18. To lead logistics team meetings and undertake regular 1-2-1s for staff.
19. Oversee logistics service delivery to ensure productivity targets are met and that all logistics processes are running smoothly and promptly.
20. To carry out any other duties that is in line with the purpose and grade of the job.

Person Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the Enabled Living. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	

SKILLS AND ABILITIES: Ability to lead, motivate and manage individuals and teams with different responsibilities and skills. Support the Logistics team with the use of ELMLS or other systems Well-developed planning and organisational skills Outstanding communication and inter-personal skills. Ability to manage performance to increase productivity and customer satisfaction. Ability to solve problems between individuals and groups in order to improve the quality of experience of customers. Ability to contribute creatively to business initiatives and the capacity to think strategically. Embraces change and influences others to gain their commitment to change. Ability to identify, manage and mitigate risks to customers, staff and others.	Application Form/Interview Application Form/Interview Application From/Interview Application From/Interview Application From/Interview Application From/Interview Application From/Interview
PERSONAL STYLE AND BEHAVIOUR: Ability to demonstrate in day-to-day work Enabled Living values. Always learning Always high performing Always caring Always here to help Always do the right thing Always working together.	Application Form/ Interview Assessment
OTHER SPECIAL REQUIREMENTS: To have a full current manual driving licence and be willing to drive a Council vehicle after completing a Council driving test. Willingness and ability to work occasional evenings and weekends to maintain service delivery. This post is subject to an enhanced DBS check.	Application Form Application Form Satisfactory clearance at conditional offer stage