Job Description

Job Title: Site Manager – Equipment Service	**Service Area:** Enabled Living
Division/Section: Equipment Service	**Role:** 18 Month Fixed Term Contract
Salary: £47,000 – £53,000 per annum, depending on experience and suitability for the role.	**Date last updated:** October 26

EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment within 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 well being services that help the people of Newham and East London residents 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 a 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 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 complex seating systems to 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 can support, advise 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 of Newham to live the life they choose.

1. Overall Context

This is a key operational leadership role within Enabled Living. The Site Manager is responsible for the effective day-to-day management and performance of a community equipment service site, including the warehouse, storage, stock management, delivery and collection, servicing, repair and customer service functions.

The post holder will translate strategic priorities into effective operational delivery, providing strong leadership across site-based teams and ensuring that equipment, healthcare consumables, facilities and resources are managed efficiently, safely and in accordance with organisational policies, governance requirements, health and safety legislation and contractual obligations.

The role has particular responsibility for the effective management of warehouse operations, ensuring the availability, quality, storage, movement, decontamination, reuse and control of community equipment and associated stock. This includes overseeing warehouse systems and processes, maintaining appropriate stock levels, maximising space utilisation and ensuring that warehouse operations effectively support the wider logistics and delivery service.

Working in partnership with the Head of Operations, Equipment Service Manager, other Site Managers and relevant Team Leaders, the post holder will support a consistent and standardised approach to service delivery across all sites.

Strong people management, operational leadership and collaborative working are essential to achieving performance targets, driving continuous improvement and ensuring high-quality outcomes for people who draw on health and social care services.

2. Job Summary

- To manage the day-to-day operational performance and effective running of the Equipment Service site.
- To provide leadership, supervision and development of site-based Team Leader, warehouse personnel and frontline operational teams.
- To take overall responsibility for warehouse operations, including stock management, procurement, receiving, storage, decontamination, reuse and quality control.
- To ensure community equipment and healthcare consumables are available, appropriately stored and maintained to meet service requirements.
- To ensure the efficient coordination of equipment storage, servicing, repairs, deliveries and collections.
- To ensure service delivery meets contractual KPIs, quality standards, health and safety requirements and customer expectations.
- To oversee workforce planning, resource allocation, productivity and operational efficiency.
- To support continuous improvement, service development, efficiency and innovation across site operations.
- To work collaboratively with other Site Managers, Team Leaders and service departments to ensure a consistent, efficient and high-performing service.

3. Job Context

- To manage the day-to-day operational performance and effective running of the Equipment Service site.
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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 that may be required from time to time.

Key Duties and Responsibilities

A. Operational and Site Management

- Lead the day-to-day operation and performance of the Equipment Service site.
- Oversee equipment storage, servicing, repairs, decontamination, deliveries and collections.
- Plan operational capacity and resources to meet service demand across a seven-day service.
- Ensure effective management of site facilities, maintenance, security and operational resources.
- Coordinate site-based contractors and ensure work is completed safely and effectively.
- Work with other Site Managers, Team Leaders and the Equipment Service Manager to maintain consistent service standards.
- Work closely with the Customer Service Team to ensure effective communication and coordinated service delivery.

B. Warehouse and Stock Management

- Lead and manage warehouse operations in line with organisational policies and procedures.
- Manage and develop the warehouse team, ensuring clear responsibilities and effective performance.
- Oversee the ordering, receiving, storage, assembly, decontamination, reuse, recycling and quality control of community equipment.
- Ensure appropriate stock levels and availability of equipment and healthcare consumables to meet service demand.
- Maintain accurate stock records and effective stock control systems, including satellite stores.
- Oversee stock replenishment, supply chain processes and relationships with equipment suppliers.
- Ensure safe warehouse layout, efficient space utilisation and appropriate storage arrangements.
- Monitor stock movement, usage and condition, addressing discrepancies and reducing waste.
- Ensure equipment is appropriately processed and quality checked before reuse or delivery.
- Identify opportunities to improve warehouse systems, processes and technology, including automation.

C. People Management and Leadership

- Lead, supervise and develop Team Leaders, warehouse staff and operational teams.
- Oversee recruitment, induction, training, supervision and staff appraisals.
- Manage attendance, conduct, performance and employee relations in line with organisational policies.
- Allocate work and resources effectively to meet operational requirements.
- Promote staff wellbeing, accountability, teamwork and a positive working environment.
- Address underperformance and support continuous staff development.

D. Performance Management and Reporting

- Monitor site performance against contractual KPIs, operational targets and quality standards.
- Monitor warehouse productivity, stock accuracy, equipment availability and operational efficiency.
- Ensure accurate recording and reporting of operational and warehouse performance information, highlighting performance, risks and areas for improvement.
- Monitor expenditure, stock purchasing, overtime and resources, contributing to effective budget management.
- Use performance information to identify trends and implement improvements.

E. Customer and Partner Engagement

- Maintain effective working relationships with clinicians, prescribers, commissioners, suppliers and partner organisations.
- Work collaboratively with the Customer Service Team to resolve operational issues and service concerns.
- Address escalated complaints and promote a professional, customer-focused service.
- Work with people who draw on services and the Co-Production Team to identify improvements to service delivery.
- Represent Enabled Living professionally when working with stakeholders and external partners.

F. Quality, Governance, Health and Safety

- Ensure compliance with organisational policies, procedures, legislation and contractual requirements.
- Maintain high standards of health and safety, hygiene, security and risk management across the site and warehouse.
- Ensure staff comply with COSHH, manual handling and relevant equipment-handling requirements.
- Maintain quality standards for equipment processing, decontamination, reuse and storage.
- Support internal audits, inspections and external accreditation requirements, including CECOPS.
- Ensure accurate equipment, stock and customer records, maintaining compliance with GDPR and information governance requirements.
- Recognise and escalate safeguarding concerns in line with organisational procedures.
- Ensure accidents, incidents, near misses and operational risks are appropriately reported and addressed.

G. Continuous Improvement and Service Development

- Identify and implement improvements to operational efficiency, warehouse productivity and service quality.
- Review processes and systems to improve workflow, stock management and resource utilisation.
- Support the introduction of new systems, technologies and working practices.
- Work with other Site Managers and Team Leaders to share good practice and maintain consistent standards.
- Contribute to service development, innovation, organisational change and business growth.

Person Specification

Job Title: **Site Manager – Equipment Service**	**Service Area:** **Tower Hamlet**
Division/Section: Equipment Service	**18 Month Fixed Term Contract**
Salary: £47,000+ depending on experience	**Date last updated: October 2026**

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, 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.

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CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE:	
• Detailed understanding of people management and performance management.	Application
• Demonstrable understanding of warehouse operations, stock management and supply chain processes.	Application Application
• Knowledge of warehouse health and safety requirements, including COSHH and manual handling regulations.	Application/ Interview
• Understanding of operational management, resource planning and service delivery within a busy operational environment.	Application/ Interview
• Understanding of performance management, KPIs and service quality monitoring.	Application/ Interview
• Understanding of data protection (including GDPR) and safeguarding responsibilities within a health or social care service environment.	Application/ Interview

Desirable: • Knowledge of CECOPS accreditation and quality assurance requirements.	Application/ Interview
• Knowledge of the Integrated Community Equipment Service and its role within the community health and social care landscape.	Application/ Interview
EXPERIENCE • Proven experience of managing warehouse or operational functions.	Application
• Experience of warehouse management procedures and best practice.	Application
• Experience of stock control systems, warehouse management software and databases.	Application
• Demonstrable experience of leading and managing teams.	Application
• Experience of managing staff performance to improve productivity and service delivery.	Application/ Interview
• Experience of implementing process improvements and operational change.	Application/ Interview
• Experience of managing and directing staffing resources to deliver high-quality services.	Application/ Interview
• Experience of working to tight deadlines and managing competing operational priorities.	Application/ Interview
• Experience working with diverse communities, ensuring inclusive and accessible services.	Interview
• Experience of working within community equipment services, adult social care, healthcare, logistics or warehousing would be advantageous.	Application
SKILLS AND ABILITIES	
• Strong people management and leadership skills, with the ability to motivate, support, and develop others.	Application/ Interview
• Confident IT and systems user, able to use digital tools to support service delivery and reporting.	Application
• Strong understanding of warehouse processes, stock management and operational systems.	Interview / Application
• Effective communication skills, both written and verbal, with the ability to communicate clearly with colleagues, customers, and partners.	Interview / Application
• Ability to build and maintain effective working relationships with external stakeholders and partner organisations.	Interview
• Evidence of developing and upskilling team members to build capability and resilience	Interview
• Proven ability to plan, organise, and prioritise work to meet operational demands and service targets.	Interview

PERSONAL STYLE AND BEHAVIOUR: • Strong customer focus, with a commitment to delivering high-quality, responsive customer service. • Ability to work collaboratively as a team player, contributing positively to shared goals and outcomes. • Proactive approach to identifying issues and driving continuous service improvement. • Demonstrates drive and resilience, remaining focused on achieving results and service outcomes. • 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.	Interview Interview Interview Interview Interview / Application
OTHER SPECIAL REQUIREMENTS: • This post is subject to an enhanced DBS check.- DBS Disclosure Certificate required. • Willingness and ability to work occasional evenings, weekends and public holidays to maintain service delivery. • Willingness to work across different service locations where required. • Full current manual driving licence and willingness to drive an organisational vehicle, subject to the relevant driving assessment. • To have a full current manual driving licence and be willing to drive a Council vehicle after completing a Council driving test.	Satisfactory clearance at conditional offer stage Application/ Interview Application/ Interview Application/ Interview Application/ Interview