

## Job Description



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|----------------------------------------------------|-------------------------------------------------------|---------------------------------|
| <b>Job Title:</b><br>Bookings Officer              | <b>Service Area:</b><br>Enabled Living Healthcare Ltd |                                 |
| <b>Directorate:</b><br>Community Equipment Service | <b>Post Number:</b><br>NA                             | <b>Evaluation Number:</b><br>NA |
| <b>Salary £27,705</b>                              | <b>Date last updated:</b> August 2026                 |                                 |

Enabled Living provide a range of health and well-being services that help the people of North 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 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 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 the newest team at Enabled Living providing Occupational Therapy assessment and recommendations to support the residents to live the life they choose.

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**

This is an exciting, varied role and will be based in the Customer Service Team at Alpine Way. The overall purpose of the role is:

- To coordinate and arrange the bookings of community equipment deliveries, collections, servicing and repairs.
- To manage systems effectively relating to customer records, equipment bookings, deliveries, collections, servicing and repairs. Analyse equipment activity information, retrieval and data input when required.
- To be part of a team who are the first point of contact for people who draw on the equipment service, their carers and other agencies.
- To ensure the safekeeping, accuracy and confidentiality of customer records.
- Effective liaison with, customers, families, carers and health and social care professionals to ensure smooth running of the community equipment service.
- Liaise with colleagues in the Warehouse, Logistics and Servicing team and other Enabled Living services to ensure a smooth running operation.
- To work with the Equipment Service Manager and other Senior Managers to help support projects and service improvement initiatives.

## **Job Context**

1. The post holder reports to a senior officer of the Customer Service Team
2. The post holder will work flexibly and work as an effective team member.
3. The post holder will be required to work weekends and public holidays on a rotational basis in order to meet service requirements.
4. The post holder has no line management or budgetary responsibility.

## **Key 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 of the 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.

This is an exciting, varied role and will be based in the Customer Service Team at one of our service centres. To undertake all responsibilities listed below:

1. Co-ordinate and arrange deliveries, cyclic deliveries, collections, minor adaptations, repairs and planned preventative maintenance of medical devices and complex equipment.
2. Allocate delivery and collection slots based on route planning and service capacity and coordinate with logistics and warehouse team leaders to confirm availability of staff, stock and timing.
3. Process booking requests from health and social care professionals and ensure all required information is complete before processing.
4. Supporting senior staff in the team in scheduling plastics cycles, including setting up new, amending and deleting cycles and schedule servicing schedules for community equipment and medical devices according to manufacturer's guidance.

5. Contact residents or their representatives to confirm bookings and appointments and provide clear instructions regarding equipment use, servicing requirements or return procedures.
6. Escalate urgent cases to the Senior colleagues, or Head of Operations of Equipment Services when required.
7. Liaise with the warehouse team to ensure requested items are in stock or prepared before confirming bookings, flag shortages and arrange alternatives if necessary.
8. Liaise with prescribers, logistics team leaders to handle failed deliveries, missed collections, or incorrect equipment issues. Rebook promptly and communicate updates to all relevant parties.
9. Learn and improve systems to ensure a smooth running and effective bookings process to meet the needs of residents whilst ensuring optimum performance levels.
10. Maintain timely and accurate logs of all bookings, servicing, collections, cancellations, asset numbers and changes for audit and reporting ensuring compliance with data protection and confidentiality standards.
11. Communicate with NHS, social care prescribers and care providers regarding booking status and enquiries.
12. Provide updates on completed bookings, post deliveries, outstanding tasks, surges in demand and urgent cases to the equipment service manager.
13. Monitor and ensure KPIs are met.
14. To be the first point of contact to the organisation in responding to and managing enquiries via telephone, email, face to face, web platforms, post and satisfaction forms.
15. To resolve enquiries effectively, which may be difficult or sensitive, using the appropriate listening, interviewing, telephone skills and body language to ensure a compassionate response and a rapport is built with the enquirer.
16. Develop an elementary understanding of standard stock community equipment in order to book effectively and efficiently and to support users of community equipment and prescribers in troubleshooting repairs or queries.
17. Support the delivery of continuous improvement within the service, by responding to customer demand, reducing and eliminating “waste”, and improving performance and efficiency.
18. To participate in service development discussion, including Co-Production, and implementation of quality initiatives as appropriate.
19. To adhere to all appropriate standards, procedures and quality management systems and participate in promoting innovative methods for improving efficiency and service quality.
20. To uphold and ensure compliance with policies and procedures across the business including Health & Safety, Information Governance (including the GDPR), the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures).
21. To carry out other duties within the competence of the post holder as may be reasonably required from time to time.
22. Represent the Community Equipment Service at Community or Outreach events.

# Personal Specification

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|----------------------------------------------------|--------------------------------------------|---------------------------------|
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| <b>Salary £27,705</b>                              | <b>Date last updated:</b><br>December 2025 |                                 |

## 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.

## EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the Enabled Healthcare. 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.

| CRITERIA                                                                                                                                                                    | METHOD OF ASSESSMENT           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <b>KNOWLEDGE:</b><br><br>An understanding of the services provide by Enabled Living Healthcare Ltd                                                                          | Application/ Interview         |
| <b>EXPERIENCE:</b><br><br>Experience of working within a customer-focused front-line service.<br><br>Experience of operating, updating and retrieving data from IT systems. | Application<br><br>Application |

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| <p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to deliver high quality, customer focussed, value for money services.</p> <p>Good communication skills (orally and in writing).</p> <p>Ability to be empathetic and compassionate in sensitive and sometimes challenging interactions</p> <p>Ability to deliver excellent customer contact standards.</p> <p>Ability to produce accurate work.</p> <p>Good and accurate ICT skills.</p> <p>Sound problem-solving skills, and ability to quickly evaluate situations and initiate appropriate actions or escalate when required.</p>                                                                                                                                                                                                                                                                                                                                                                                | <p>Interview</p> <p>Application/Interview</p> <p>Interview</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Interview</p>                      |
| <p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>The ability to work as part of a team and create a productive and harmonious working environment.</p> <p>Ability to work in a highly flexible way.</p> <p>Ability to take initiative within given parameters to deliver required results.</p> <p>Ability to respond quickly and effectively to shifting service needs.</p> <p>Ability to navigate and apply service guidelines effectively in order to maintain high standards of practice and compliance.</p> <p>A demonstrable understanding of equality and diversity issues and commitment to achieving equality in service delivery.</p> <p>A demonstrable understanding of providing high quality, inclusive services.</p> <p>Ability to demonstrate in day to day work Enabled Living values.<br/> Always learning<br/> Always high performing<br/> Always caring<br/> Always here to help<br/> Always do the right thing<br/> Always working together.</p> | <p>Interview</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Application</p> <p>Interview/Application</p> |

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| <p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Willingness and ability to work evenings and weekends on a rotational basis to maintain service delivery.</p> <p>This post is subject to a DBS check.</p> | <p>Application</p> <p>Satisfactory clearance at conditional offer stage</p> |
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