

**NORTH HERTFORDSHIRE COUNCIL
CUSTOMERS DIRECTORATE
JOB DESCRIPTION**

Date issued: March 2023

Post No:

Job Title:	Assistive Technologies Technician
Service/Unit Area:	Customers Directorate – Careline
Grade:	4
Hours:	37 hours per week
Responsible to:	Assistive Technologies Officer
Responsible for:	None
Contacts:	Careline's logistical partner(s) Hardware and software suppliers Corporate customers Retail customers/members of the public Assistive technology partners such as Hertfordshire County Council, and Herts Constabulary Marketing and Communication Officer Research partners such as the University of Hertfordshire Other assistive technology providers Careline Operators and Team Leaders

Job Summary: The assistive technology technician performs modifications, fabrication, programming, stock control and delivery of the assistive technology equipment. They assist with the Research & Development function for Careline as regards the deployment of emergent assistive technology and allied goods/services and also the refinement of existing services so that they remain competitive. They give technical advice to other officers within Careline, the MSU, commissioners, and logistical partners.

North Hertfordshire District Council

Key Responsibilities:

PLANNING, HOUSING AND ENTERPRISE

HOUSING AND PUBLIC PROTECTION SERVICE

Assistive Technologies Officer

Person Specification

1. Principal Responsibilities

- 1.1. Assist with the Identification of emergent assistive technology solutions and its development, in collaboration with the Assistive Technology Officer and Careline Marketing and Relationship Officer and the Council's research partner(s), into marketable products and services by Careline and its commissioning/strategic/logistical/research partners.
- 1.2. Assist with the continuous review of Careline's services to ensure that they meet market expectations and are delivered in an efficient and effective way.
- 1.3. Perform technical support between Careline and its corporate customers (or prospective customers) regarding assistive technologies both in the residential market as well as institutional settings.
- 1.4. Liase between Careline and its hardware suppliers regarding offsite equipment performance and maintenance.
- 1.5. Perform Careline's equipment remanufacturing programme in partnership with its logistical partner(s) and equipment supplier(s).
- 1.6. Perform stock control of Careline's Assistive Technology product inventory.
- 1.7. Assist the Assistive Technology Officer with the development and delivery of new product lines.
- 1.8. Provide out of hours support within Careline's on-call rota provision
- 1.9. Attend meetings, workshops and conferences related to research and practice in areas of Assistive Technology
- 1.10. Manage, organise and maintain up-to-date inventory of equipment by keeping account records, logs, maintaining tags and tracking assignments
- 1.11. Perform interim and end of year stock reporting
- 1.12. Protect the equipment assets of the business through high standards of housekeeping, inventory control and systems monitoring
- 1.13. Transport a variety of items for the purpose of providing materials to the supply chain.
- 1.14. Consult with specialized contacts about equipment to meet the business need.
- 1.15. Adapt equipment to perform the purpose required

- 1.16. Clean, fabricate, restore and maintain equipment to the specified parameters both on-site and in the field
- 1.17. Communicate with service users, suppliers, vendors, manufacturers, council staff and other representatives to arrange purchase, delivery, repair, refurbishment, return, technical support and installation of equipment

2. Staff Management

- 2.1. None.

3. Service Management

- 3.1. To review and develop the services for which the postholder is responsible and manage to change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of value for money and the relevant performance management and inspection regimes.
- 3.2. To ensure your service meets the Council's Customer First Standards.
- 3.3. To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers.

4. Financial Responsibilities

- 4.1. To work within the Council's Standing Orders for Contracts and Financial Regulations.
- 4.2. To proactively manage budgets under your control within agreed financial limits to provide value for money in delivering services and maximise the achievement of Council policy.

5. Other Responsibilities

- 5.1. To attend meetings of the Council or Committees as required.
- 5.2. To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.
- 5.3. To comply with all relevant legislation to ensure effectiveness in the role.
- 5.4. To have regard for the duty of care of information (with particular reference to the Data Protection Act and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, Elected Members etc.

- 5.5. To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.
- 5.6. The job holder has a personal responsibility, whilst at work, to preserve and enhance health and safety. They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put at risk the health and safety of themselves and other people including visitors, contractors and members of the public.
- 5.7. To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.
- 5.8. To be aware of and work in accordance with the councils safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults at risk, and to raise any concerns relating to such procedures which may be noted during the course of duty.

Signed..... Manager

Date.....

Signed..... Employee

