

Job Description

Job title:	Field Service Engineer (FSE)
Reporting to:	Depot Supervisor
Location	Cambridge and Peterborough

Job Purpose

The post holder will deliver, repair, demonstrate and collect equipment to/in/from the client's home, Institutions, Hospitals and Workshops, ensuring that at all times courtesy and sympathy is shown to the customer and that standards of service, as laid down by the company, are met.

Main Duties and Responsibilities

- To repair both manual and powered wheelchairs at clients home.
- To deliver and demonstrate use of chairs to clients.
- To collect chairs from clients.
- To carry out planned preventative maintenance on powered and manual chairs.
- To undertake vehicle delivery/collection/repair runs in such a manner as to achieve the most cost effective route whilst maximising the number of activities and accommodating the customer's wishes.
- To be clean and smart and to wear company work wear and carry identity card supplied by the company.
- Ensuring that your vehicle is left in a clean condition ready for the next day's activities
- To maintain van in clean and safe condition complete monthly van check list.
- To drive company vehicle with due consideration for others.
- To comply with instructions on job sheets.
- To maintain van stocks at agreed levels.
- To comply with contract and ISO specifications and procedures.
- To produce work of a consistently acceptable standard.
- To submit weekly report sheets on activity.
- To cover on call rota (shared role between all mobile engineers) one week at a time.
- To comply with health and safety requirements.
- To deliver company literature as instructed by Depot Lead and Team Leader.
- To participate in internal and external training programmes as directed by the Depot Lead and Team Leader.
- To assist the store's supervisor or warehouse staff with organising daily route loads - especially Emergency calls
- To carry out other tasks as directed by the Depot Lead and Team Leader.
- To ensure that all activities are correctly undertaken to the highest standard of workmanship and in doing so following and adhering to Health & Safety requirements and company guidelines.

- Identifying any problems incurred whilst undertaking duties either as it happens - via mobile (when issued) when experiencing difficulties in effecting task, or on return to the depot. In all cases ensuring that the paperwork has been updated and appropriate depot staff briefed accordingly.
- Responsible for the safe and secure loading/unloading of your vehicle.
- Ensuring that care, caution and protection from cross-infection/safety guidelines are followed when dealing with used products.
- Ensure that all used products are separated from new/issue goods, so as to negate the possibility of client cross-infection (on and off site).
- Ensuring, as is humanly possible, that all goods delivered meet the appropriate cleanliness and serviceability standards - returning to the depot, and reporting to the Store's Team Leader, any unacceptable goods.
- Ensuring that goods have been checked, charged (overnight) [if appropriate] and adjusted (as per requisition) prior to leaving the depot for that day's activities.
- Driving your vehicle in a courteous and safe manner and at all times paying particular attention to other road user.
- Responsible for the serviceability and security of your vehicle ensuring that, as is humanly possible, it is road worthy at all times by following/carrying out daily checks (as per sheet issued by the Depot Lead) prior to undertaking day's activities.
- Maintaining and accounting for any company property put in your charge.
- Any other duties commensurate to the grade and as instructed by the management.

Additional Information

Professional Standards

All staff must comply with the AJM Healthcare Code of Conduct.

Equal Opportunities and Dignity at Work

It is the aim of AJM Healthcare to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end AJM Healthcare has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Appraisal

All staff will actively participate in an annual Appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

Safeguarding

AJM Healthcare is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to AJM Healthcare Policies. Staff should be aware that patients' records throughout AJM Healthcare will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with AJM Healthcare Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and AJM Healthcare Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by AJM Healthcare to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within AJM Healthcare is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow AJM Healthcare infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in AJM Healthcare. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

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The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post-holder.