

# Whakaaturanga Mahi - Job description

## Job details

**Job title:** Storeperon/Repairer

**Reports to:** Branch Manager

**Direct reports:** nil

**Role:** 1.0 FTE

### Key relationships:

*Internal:*

- All Service Managers
- Technicians and warehouse staff
- Purchasing and Procurement staff
- Whaikaha and ACC Processing team

*External:*

- Manufacturers and suppliers of equipment and services to Enable New Zealand Limited
- Accredited/registered assessors
- Customers and their whānau
- Subcontractors

**Location:**

## Ko wai mātou - Who we are

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for disabled people and their whānau on behalf of Whaikaha – Ministry of Disabled People (**Whaikaha**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou - What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

## He aha te mahi - Role purpose

To assist with the provision of an efficient and effective equipment repair and refurbishment services for the Palmerston North, Christchurch, and Hamilton warehouse localities of Enable New Zealand.



## Ngā mahi haepapa - Role responsibilities

Key objectives	Responsibilities
<b>To assist with the provision of an efficient and effective warehousing and repair service</b>	<ul style="list-style-type: none"> <li>• Administering the equipment warehouse</li> <li>• Internal inventory control</li> <li>• Inwards and outwards goods procedures</li> <li>• Ordering and purchasing supplies as required</li> <li>• Computerised asset management systems</li> <li>• Undertaking cleaning, repairs, maintenance and refurbishing of equipment as required</li> <li>• Liaising with manufacturers and suppliers of disability equipment to ensure compliance with warranty and guarantees for equipment</li> <li>• Collection and delivery of equipment as required</li> <li>• Assisting in the development of new business opportunities for the service</li> <li>• Representing Enable New Zealand at equipment field days and other events</li> <li>• Communication/liaison with therapists/assessors</li> <li>• Communication in relation to equipment on a regular basis through each hospital</li> <li>• Communication with clients/family for return of equipment</li> <li>• Communication with freight company</li> <li>• Undertaking other duties as negotiated with the Branch Manager</li> </ul>
<b>Planning and Control Accountabilities</b>  <b>Primary accountabilities are associated with the efficient operation of the warehouse service.</b>	<ul style="list-style-type: none"> <li>• Set realistic goals and objectives relevant for the warehouse service in consultation with the Branch Manager, and National Manager, Warehouse and Logistics.</li> <li>• Planning workloads to achieve goals and objectives.</li> <li>• Identify areas where personal skills require up-skilling to improve the performance of Warehouse.</li> <li>• Meet or exceed expected turnaround times for warehouse transactions.</li> <li>• Identify opportunities for improving in the processes and efficiencies for warehouse.</li> </ul>
<b>Customer Accountabilities</b>	<ul style="list-style-type: none"> <li>• To ensure customers receive the best possible service from Warehouse by meeting or exceeding customer satisfaction levels and turnaround times.</li> <li>• To continually try and improve the service provided.</li> <li>• Provide a professional, high-quality service to internal and external customers.</li> </ul>
<b>Enable New Zealand Limited Accountabilities</b>	<ul style="list-style-type: none"> <li>• Represent Enable New Zealand on matters pertaining to the Stores services: <ul style="list-style-type: none"> <li>– Contribute to special projects as directed by management.</li> <li>– Identify gaps in services and products in the Processing and Stores services.</li> </ul> </li> <li>• Provide training in your area of specialisation as required.</li> <li>• Comply with purchasing and ordering policies.</li> </ul>
<b>Apply Health and Safety knowledge and skills to all work practices to</b>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> </ul>

Key objectives	Responsibilities
<b>ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</b>	<ul style="list-style-type: none"> <li>• Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
<b>Te Tiriti o Waitangi - Treaty of Waitangi and Equity</b>	<ul style="list-style-type: none"> <li>• Apply knowledge of Te Tiriti o Waitangi - Treaty of Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>• Represent Enable New Zealand on matters pertaining to the Processing and Warehousing services</li> <li>• Contribute to special projects as directed by management</li> <li>• Identify gaps in services and products in Processing/Warehousing</li> <li>• Provide training in your area of specialisation as required</li> <li>• Comply with purchasing and ordering policies</li> </ul>
<b>Equipment delivery and collections, installation and set up</b>	<ul style="list-style-type: none"> <li>• Liaise with the Warehousing Administrator regarding purchasing of equipment to ensure adequate stock levels are maintained</li> <li>• Liaise with Service providers regarding service demand, equipment requirements, site access and client contact</li> <li>• Delivery, installation and set-up of equipment in clients' home</li> <li>• Collection and return of equipment from clients to the Enable New Zealand Warehouse, once no longer required</li> </ul>

## Ngā āheitanga matua - Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Required:

- Ability to understand protocols regarding returned equipment, equipment cleaning and Health and Safety practices.
- Sound computer skills and ability to enter data into a computer database correctly.
- Ability to work unsupervised.
- Ability to plan and organise daily workload.
- Ability to maintain a clean and tidy work environment.
- Ability to give 100% attention to the job even though it may be repetitive.
- Ability to work in a team environment.
- Attention to detail and methodical in work practises.
- Ability to work in a wet area environment.
- Full and clean New Zealand Driver Licence.

### Preferred

- Experience of repairing and maintaining equipment for people with disabilities.
- Basic electrical knowledge.
- Experience with stock management systems would be an advantage.

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*Supporting disabled people and their whānau to live everyday lives in their communities*

- Self-motivated.
- Excellent communication skills.
- Experience and ability to effectively clean disability equipment.

**Physical Attributes:**

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the People and Culture team.