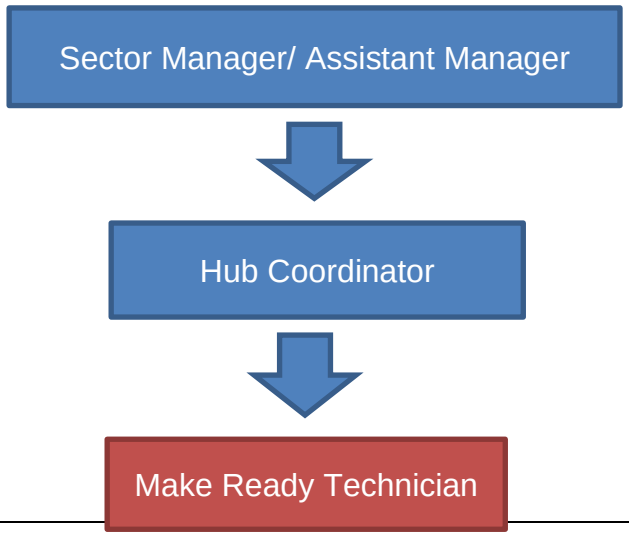
London Ambulance Service
NHS Trust

Job Description

Job Title	Make Ready Technician
Band	AfC Band 3
Department/Directorate	Make Ready Services, Specialist Assets and Property Directorate
Location	Various sites around London
Reporting to	Hub Coordinator

Job Purpose

- The purpose of the role is to support the delivery of excellent clinical care for patients by having the right equipment and products and vehicles available at the right place at the right time.
- The post holder, under the direction of the Hub Coordinator, will be required to ensure that all vehicles are cleaned, restocked, refuelled and in the right location. By using a hand held device to receive and log work completed (Pro-Cloud), the post holder will provide real time data allowing vehicles to be utilised appropriately.
- The post holder will, when required, pack consumables into pouches following defined process.
- The post holder will make certain that the vehicle and equipment is fit for purpose including routine checks, replacing and arranging for servicing of equipment and ensuring the vehicle contains the appropriate level of equipment and consumables.
- The post holder will ensure that vehicles are cleaned to standard and in accordance with service scheduling.
- Perform any other duties commensurate with the grade.
- The role will involve working a shift rota covering 24/7 that includes nights, weekends and bank holidays.



Key Relationships & Stakeholders
Internal • Make Ready colleagues • Make Ready Hub Coordinators, Operational and Sector/ Assistant Managers • Operational colleagues and managers • H&S and infection control • Logistics Support Unit • VRC (Vehicle Resource Centre) **External** • External delivery drivers

Key Responsibilities

Operational Delivery
• To prepare ambulances to the agreed standard ready for operational duty. • Plan and prepares ambulances to meet strict time deadlines and any other operational requirements. • Working at remote and satellite sites. • Collect and transport vehicles between sites as required to support operational requirements. • Visit hospital sites to retrieve LAS equipment to ensure availability to operational crews. • Behave consistently with the values and beliefs of the organisation and promote these on day to day basis. • Alert management of any issues or concerns that may affect service provision and safe operation of vehicles. • Ability to work on own initiative as well as part of a team. • Able to work independently and professionally – dealing with stressful and changeable situations and, competing demands. • Routinely undertake duties in a safe, effective and efficient manner, commensurate with the post, as directed, by Operational Managers and Hub Coordinator. • Ensure that the Trust required standards are maintained in make ready process and operating standards in accordance with infection control. • To use Personal Protective Equipment (PPE) correctly to undertake the activities of the role. Where deficiencies exist to ensure prompt reporting action to supervisor. • Use their initiative and take responsibility for themselves and the quality of their work and the services they provide including when unsupervised.

- Ability to self-manage workload and priorities without direct supervision.
- Balance any equipment shortages ensuring vehicles are equipped based on priority whilst additional equipment is sourced for later starting vehicles.
- Excellent communication with colleagues at all levels.
- Assist with any queries from operational crews regarding vehicle or equipment availability, escalating upwards where required.
- To communicate accurately with internal and external stakeholders on the status of all vehicles with the Hub and satellite sites.
- Undertake all driving duties associated with the delivery and collection of equipment, and consumables.
- Undertake all statutory and mandatory training in line with Trust policy, appropriate to the role of Make Ready Technician.
- Use Pro-Cloud software via personal issue iPad to undertake Make Ready duties as required including receiving jobs, and scanning of equipment between locations.
- Frequently input vehicle made ready information into Pro-Cloud.
- To accurately record the withdrawal of stock using manual and electronic means.
- Identify any problems within the Pro-Cloud system associated with the vehicle or equipment and escalate where required.
- Record emergency ambulance mileages and inputs them into the Pro-Cloud system.
- Routine work with occasional interruptions to deal with ad hoc requests.
- Assist with emergency product recalls including identifying and isolating affected equipment.
- Ensure accuracy to procedures, taking due care to ensure equipment and consumables are correctly labelled, stored and distributed.
- Undertake function and assurance checks on complex medical devices and other medical and nonmedical equipment in accordance with the appropriate SOP.
- Ensure cleaning chemicals are secure, stored in a manner to prevent harm and in date.
- Ensure uniform and personal protective equipment is worn during any work activities in line with method statements and risk assessments.
- Ensure appropriate steps are taken to protect the environment, the health and safety of staff, patients and visitors.

Quality Care & Governance

- Work with colleagues to create a clean, safe working environment.
- Undertake introductory training and work under supervision until signed off as competent.
- Undertake statutory and mandatory training as appropriate for the role.
- Undertake all other training identified and work in accordance to it.
- Report to supervisor any problems within the Pro-Cloud system
- The post holder will be expected to lift awkward and heavy items in the course of their duties following manual handling principles.
- The post holder will handle products and operate equipment which may be dirty/dusty for which PPE is provided and must be used.
- Ensure that any health and safety risks, concerns, near misses and accidents are highlighted, reported and inputted where appropriate on the Trust Datix system.
- Drive Trust vehicles in accordance with all relevant procedures including logging all journeys

- Ensure accurate record keeping, logging and compliance to processes
- Verify that the tags on equipment and pouches/ bags are correct in accordance with SOPs and identify any remedial actions with supervisor
- Assist in any storeroom stock takes.
- Other routine administration as may be required.

Resilience
• Support the provision of optimum stock levels to ensure that critical service delivery is maintained and in line with operational requirements. • Work closely with the Hub Coordinator to ensure stock and equipment is available in the correct location and is recorded as such. • Collect equipment and other items from LAS and NHS premises or as directed. • Use of Pro-Cloud software/ application.

Working environment/ Emotional and physical effort
• There will be a frequent requirement to exert moderate, often intense, physical effort for periods during the shift. • Manoeuvring and lifting heavy blanket cages, stock and clinical equipment and consumables. • Active and prolonged periods of physical work. Frequent bending and stooping including moving of equipment • Working for prolonged periods in confined spaces. • Lone working into the late evening and on night shift. • Prolonged concentration in packing. • Daily contact with soiled waste and equipment in line with Infection Control Procedures. • Requirement to drive for long periods in heavy traffic congestion. • Dealing with requests from staff on ambulance station which often cannot be fulfilled to whilst remaining professional. • Maintains vehicle, and working area cleanliness which meets the Trusts audit criterion for Infection Prevention and Control (IPC) in accordance with the departmental and Trust procedures.

Vehicle maintenance
• Make ready the vehicles at the specific hubs, complex and its satellite stations in line with the 4 steps process. • To clean the vehicles inside and out, as per the method statements and risk assessments. • To ensure vehicle daily inspection (process is completed thorough electronic auditing system). • To ensure that all major equipment in the ambulances, e.g. Stretcher, Defibrillators etc. are in good working order and checked daily with records updated appropriately. • To undertake a deep clean of the vehicles on a six weekly basis, as directed by management team. • To be competent in the use of specialist tools such as pressure washers and facilities such as fuel bunkers. • To ensure that all 'under the bonnet' checks are undertaken and report to management team anything that needs replenishing or any issues. • To follow the Trust driving policy and highway code when driving any vehicle.

- To always assess service vehicles before driving to ensure it's safe and roadworthy.
- To drive the vehicles to refuel utilising the use of bunkered fuel in accordance with procedures.
- To check the consumable levels of the vehicle including fuel, AdBlue, screen washer and any others as required.

Reporting

- Report directly to the Hub Coordinator attendance on and off shift along with any issues arising i.e. sickness or other absence.
- Report directly to the Hub Coordinator or Make Ready management any personal accident or injury sustained on duty.
- Work updates, tasks completed and data provided as required by the system, including use of technology and handheld devices.
- Loss/damage to service vehicles and equipment.
- Reporting of any hazardous, dangerous or defective equipment on premises, in use or practices to you.
- Absence reporting in line with Trust policy.

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality
Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance. Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk
Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust. As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training. Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so. Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity
The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Sustainability

As an anchor institution, LAS have social and environmental responsibilities to positively contribute to the community in ways beyond providing healthcare. To meet this commitment, the trust is working towards being net zero carbon by 2040 for our direct emissions and by 2045 for our indirect emissions through different interventions. Nevertheless, it is the responsibility of all staff to minimise their environmental impact by reducing and recycling waste, switching off lights and equipment when not in use, minimising water usage, travelling to work on a sustainable mode of transport and reporting faults promptly.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring
Kindness – be caring and compassionate, polite, welcoming, approachable
Positive – embrace change, be enthusiastic and optimistic, proactive
Empathetic – put myself in other people's shoes, consider other perspectives
Listening – hear others, be open, approachable, give others space to speak

Respect
Equity – be fair, embrace diversity, accept others for who they are
Inclusive – advocate for others, ask for input, seek out alternative views
Understanding – be interested in others' feelings, stories and backgrounds
Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork
Supportive – offer help when you notice others need it, check in regularly
Collaborative – seek opportunities to work together, communicate, clarify
Professional – be accountable, responsible for my attitude, calm and reassuring
Integrity – be honest, share learnings, act in others' and LAS' best interests

Person Specification

Qualifications, Accreditations, Education	Essential	Evidence
Current UK Driving Licence full manual driving licence (no more than 6 penalty points)	✓	A/I
Basic DBS check will be carried out	✓	A/I
Provisional C1 category on driving licence valid within the UK (be willing to obtain full C1 category within 6 months of employment)	✓	A/I
Good standard of written and verbal English	✓	A/I
C1 category on driving licence	Desirable	A/I
GCSE English level 4 or equivalent level of education	Desirable	A/I
Must be willing to undertake any training as required by LAS	Desirable	A/I
Experience	**Essential**	**Evidence**
1 year of driving experience	✓	A/I
Previous cleaning experience	✓	A/I
Experience of stores / stocking taking/ checking	✓	A/I
Experience of working within a public service or customer care environment	✓	A/I
Upon commencement in role, additional training will be given to undertake AdBlue, deep cleaning and to be able to carry out functional testing on medical equipment	✓	T
Experience of driving around London and driving larger vehicles	Desirable	A/I
Knowledge and Skills	**Essential**	**Evidence**
Ability to follow instructions and to work on own initiative	✓	A/I
Effective communication skills both verbal and written.	✓	A/I
Excellent attention to detail	✓	A/I
Good understanding of basic vehicle safety	✓	A/I
Ability to follow processes and procedures	✓	A/I
Basic computer skills/ IT literate	✓	A/I
Good Interpersonal skills and can be a team player	✓	A/I
Ability to maintain records	✓	A/I
Ability to meet deadlines	✓	A/I
The ability to work with cleaning products (chemicals) for a prolonged time	✓	A/I
Personal Abilities	**Essential**	**Evidence**
Adhere to the Trust values and behaviours	✓	A/I
Good attendance record	✓	A/I
Mature and responsible outlook	✓	A/I
Flexible approach and dynamic	✓	A/I
The ability to take on tasks in the absence of the supervisor which are essential to the running of the hub.	✓	A/I
Ability to work effectively as part of a team	✓	A/I
Ability to plan own workload and often as an individual	✓	A/I

Key: A = application, T = test, I = interview

Created: February 2024
Updated: **October 2026**