

## Job Description

Job Title	Repair and Adaption Technician
Purpose and Scope	To be part of the insoles department working within the Quality and HSE standards. Ensuring productivity levels are maintained limiting waste and keeping the department clean.
Responsibilities	<ul style="list-style-type: none"> <li>• Maintain Health &amp; Safety standards</li> <li>• Manufacture Orthotic products, primarily repair and adaption of shoes.</li> <li>• Building up raises on shoes</li> <li>• Addition of sockets to shoes</li> <li>• General repairs to shoes</li> <li>• Adjusting in line with the Orthotists instructions</li> <li>• Manufacture other Orthotic products, if required</li> <li>• Achieve departmental KPI's (key performance indicators)</li> <li>• Maintain good housekeeping standards</li> <li>• Undertake training as deemed necessary</li> <li>• Ensure all QA systems and working practises are strictly adhered to at all times</li> <li>• Work with fellow technicians to improve processes and overall production effectiveness</li> <li>• Train and develop others in the team</li> <li>• Escalate stock shortages for the area</li> <li>• Troubleshoot issues as and when required</li> <li>• Work towards a culture of Right First Time and Everything in One Day</li> <li>• Minimise waste</li> <li>• Other duties as required</li> <li>• Other areas as required</li> </ul>
Focus Areas	<p>Written and oral communication skills appropriate to dealing with technical and operational issues with at various levels from Operative to External Customer.</p> <ul style="list-style-type: none"> <li>• Made to Measure production</li> <li>• Excellent people skills</li> <li>• Familiar with continuous improvement approaches and techniques</li> </ul>
Education and Training	Should demonstrate strength in the following areas:
Technical Skills	<ul style="list-style-type: none"> <li>• Planning and Organising</li> <li>• Problem Analysis</li> <li>• Commitment</li> <li>• Ambitious</li> <li>• Enthusiastic</li> </ul>
Behavioural Characteristics	<p>As well as show attributes within our 'Best people' Scheme</p> <ul style="list-style-type: none"> <li>• Have a positive 'Can do' mentality</li> <li>• Want to develop themselves and the business</li> <li>• Are happy to help others and be part of a team</li> <li>• Have integrity, honesty and loyalty</li> <li>• Are passionate about Quality and 'Right First time'</li> <li>• Deliver objectives in line with the vision</li> </ul>

Experience	<ul style="list-style-type: none"> <li>• Experience of shoe repair and shoe adaptations</li> </ul>
<p><i>This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.</i></p> <p><i>The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Company.</i></p>	
<b>Job Description Agreement</b>	
Job Holder's Signature:	Date:
Head of Department Signature:	Date: