



Kitchen Pod Hire

Job Description

Key Details	
Department/Team	Operations and Logistics
Job Title	Operations & Logistics Technician
Reporting To	Operations Manager (or Managing Director in absence)
Direct Reports	N/A
Brief Summary of Role	To support the delivery, collection and maintenance of pods and modular units, maintenance of vehicle fleet and yard, and the client facing company representative
About Kitchen Pod Hire	
<p>Kitchen Pod Hire provides fully equipped, high-quality temporary kitchen and bathroom pods to homeowners and insurance clients across Northern Ireland and Ireland during renovations or reinstatement works. We manage everything from customer enquiries and bookings to pod delivery, installation, ongoing support and collection. Our work focuses on removing stress for families during disruptive home projects by offering a reliable, well-designed alternative to moving out or living without essential facilities. We work closely with insurers, loss adjusters, contractors and homeowners, combining practical logistics with excellent customer care and a growing focus on innovation and sustainability.</p>	
Key Responsibilities & Main Duties	
<p>Deliveries & Collections</p> <ul style="list-style-type: none">○ Deliver and collect kitchen and bathroom pods across NI and Ireland○ Position and connect pods safely on customer sites○ Carry out setup and commissioning checks○ Decommission, maintain and prepare pods for return to service <p>Maintenance & Upkeep</p> <ul style="list-style-type: none">○ Carry out routine pod inspections and minor maintenance○ Respond to customer issues during hires○ Change gas bottles and assist with operational support visits○ Ensure pods are clean, functional, and maintained to a high standard <p>Yard & Vehicle Management</p> <ul style="list-style-type: none">○ Maintain an organised, tidy, and safe yard environment○ Manage stock levels of operational consumables (pipes, fittings, cables, connectors, etc.)○ Assist with equipment preparation and storage○ Maintain cleanliness and basic upkeep of company vehicles and trailers <p>Customer Experience</p> <ul style="list-style-type: none">○ Represent the business professionally on-site○ Communicate clearly and respectfully with customers○ Help customers feel reassured and supported during installations or issues <p>Additional tasks as required</p>	
Person Specifications	
Qualifications/Experience	<p>Essential</p> <ul style="list-style-type: none">● Full UK driving licence with trailer licence (ie B+E or better)● Comfortable in a practical, hands-on role● Comfortable working independently and managing responsibilities without close supervision

	<ul style="list-style-type: none"> • Experience interacting professionally with customers or members of the public • Basic understanding of health & safety and safe working practices <p>Desirable</p> <ul style="list-style-type: none"> • Experience in logistics, deliveries, operations, facilities, maintenance, towing, or trade-related work • Experience using tools and carrying out basic maintenance or repairs • Experience managing stock, equipment, or consumables • Experience working in a customer-service-led environment
Skills/Abilities	<p>Essential</p> <ul style="list-style-type: none"> • Strong practical problem-solving ability • Ability to work calmly under pressure and adapt to changing situations • Good organisational skills and attention to detail • Ability to communicate clearly and professionally with customers and colleagues • Ability to work both independently and as part of a team • Ability to prioritise workload and manage time effectively • Comfortable using smartphones/apps for communication, navigation, and scheduling <p>Desirable</p> <ul style="list-style-type: none"> • Confidence towing trailers and manoeuvring in varied locations, slopes and spaces • Basic DIY, plumbing, electrical, or maintenance skills • Ability to identify opportunities to improve processes or efficiency • Confidence handling minor customer issues on-site • Basic administrative or stock management ability
Competencies	<p>Essential</p> <ul style="list-style-type: none"> • Trustworthy and dependable • Strong sense of responsibility and ownership • Positive attitude and willingness to learn • Takes pride in maintaining high standards • Honest and respectful in communication • Customer-focused and approachable • Able to use initiative and solve problems proactively <p>Desirable</p> <ul style="list-style-type: none"> • Commercial awareness and understanding of customer experience • Growth mindset and willingness to develop within the business • Flexible and adaptable approach to work • Calm and solutions-focused during difficult situations
Other Points	
<ul style="list-style-type: none"> - Permanent Full Time/Part Time/Flexi options available - Working hours: Up to 37.5hrs per week depending on contract, Mon-Fri and will require occasional weekend work - Location: Working in and out of our base near Lisburn, Co Down to properties across NI and Rol - Salary Range: £27,300 - £31,200 per annum based on experience (pro-rated for part time hours depending on contract) - Annual Leave: 5.6 weeks paid holiday (including bank holidays) (pro-rated depending on contract) 	