



Library of Things
3Space International House
Canterbury Crescent
London
SW9 7QD

Thing Technician (1-3 sites near you)

[Library of Things](#) are opening new sites regularly across London, and this is an open call for someone to help ensure the items we offer at 1-3 nearby sites are maintained and enjoyable for local residents to borrow. This is ideal for someone self-employed and not on a PAYE contract.

Responsibilities

We're looking for someone very practical, with an eye for detail, who likes hands-on problem-solving and is happy to work both independently and with others. Here's what you'll be doing:

Maintaining the items and kiosk

- Cleaning and maintenance of items that have been borrowed since last shift eg. inspecting blades, replacing hand sander pads, checking cabling, re-stocking consumables etc
- Troubleshooting reported issues with items and carrying out simple repairs (following guidance)
- Dismantling Things to clean and service them thoroughly and perform repairs (following guidance)

- Portable Appliance Testing of necessary Things to ensure they're safe (training provided)
- Doing basic maintenance of the locker-style kiosk
- Receiving small quantities of inventory at home or collecting from shops, and carrying to site
- Laundering used Steam Cleaner cloths at home
- Hardware / software troubleshooting if systems go down (ie. restart after a power outage)
- Doing maintenance sessions within building access/opening hours

Preparing Things for borrowing

- Transporting replacement items from a local storage unit to the kiosk
- Receiving items delivered on site
- Packing up items for repair

Liaising with the team

- Reporting issues and ideas clearly and promptly to Operations Team
- Recording work carried out and statuses on Maintenance/Inventory software accurately and promptly
- Managing tight local inventory stock levels, avoiding stockout
- Sharing experiences, ideas and skills with other Thing Technicians
- Actively participating in weekly 1-hour video calls and quarterly meet-ups
- Support various locations with Click and Collect if necessary (depending on COVID government rules)
- Checking-in daily for urgent messages/emails on non-shift weekdays
- Keep kiosks tidy and Things clearly labelled
- Work with team to constantly improve the systems and service, responding to and passing on feedback from borrowers

Who we're looking for

Essential:

- Live locally to 1-3 of our new site locations in the boroughs of Greenwich, Hammersmith and Fulham, Barking and Dagenham and Newham
- Experienced in DIY, appliance usage / repair or similar
- A clean UK drivers' licence
- Reliable and punctual
- A flexible schedule
- Practical and willing to roll sleeves up
- Able to work both independently and collaboratively
- A proactive problem solver
- Confident software user (Google Suite & Slack or similar - on Tablet/Phone)
- Fit and healthy to lift and carry

Desirable:

- Access to a vehicle
- Experience of coordinating and/or training others
- Cargo bike experience
- Access to desktop/laptop and printer for admin work

About the job

Hours: 2x 4hour shifts/week per site - starting with 1 site, with the option to add 1-3 more as they open nearby

Pay: £14/h

Duration: Monthly rolling contract, following 1 month trial period

Training & perks: Training at nearest operational site (travel will be covered), discounted item borrowing, occasional extra paid days for training with suppliers, occasional holiday cover at nearby locations.

Eligibility: Applicants must have the legal right to work in the UK.

Library of Things is an equal opportunity employer. We welcome applications from people of all backgrounds – men, women and non-binary, people of all ages, sexual orientations, nationalities, religions and beliefs. However, we particularly encourage applications from disabled and black, asian and minority ethnic candidates, as these groups are underrepresented in the sustainable development sector.

Application deadline: This is an open call - we're opening sites regularly so would assign 1-3 nearest sites to your home

How to apply: Complete this [form](#)