

## Job description

<b>Role title</b>	Assistant MES Operations Manager - Midlands
<b>Grade</b>	Management
<b>Reporting to</b>	Operations Manager
<b>Role duration</b>	Permanent

### Purpose of the role

#### Responsibilities

This role is to train/develop as an Operations Manager and assist current Operations staff with their responsibility for the management of Asterol's service delivery for the relevant MES accounts. The key objectives are to ensure that all service and maintenance activities are delivered safely, and carried out in line with industry standards and contractual obligations, to provide high standards of contract management including representing Asterol on all contractual and operational site issues.

#### Resources/decision making authority

- After a period of training be able to deputise for onsite Operations Managers throughout the Midlands.
- The post holder will be able to draw upon support from Asterol's extensive team of technical, commercial, project management and administrative colleagues where appropriate

#### Key accountabilities

- To work professionally as a key member of Asterol's Operational delivery team within Asterol's Service Centre, and to communicate regularly and effectively with all other Asterol team members
- To work closely with line manager in regards to all aspects of service delivery and performance management
- Assist with first line support as required on operational and incident issues
- To support the Implementation team representing Asterol Operations at planning group meetings
- To attend and provide input to joint investment committee meetings
- To assist with the performance of all maintenance & service related operational obligations at the appropriate sites
- To contribute to internal steering group and strategy meetings
- To communicate issues and escalations in a timely and effective manner, to all stakeholders, ensuring appropriate escalation occurs
- To deliver operational excellence at the sites by meeting and exceeding operational contractual obligations
- To assist with the production of performance reports to the high standards required and in line with contractual service level agreements

- To undertake audits of legacy equipment and verify lists of assets
- To liaise with the Trust, OEMs, building contractors, removals teams and other Asterol team members over the removal and re-installation of Legacy items as support to the Implementation team
- To understand the operational contract and provide cover / assistance to other Operations Managers at other sites

### Performance indicators

To meet contractual KPIs  
 To ensure all service level agreements are being adhered to  
 Successful delivery of all onsite maintenance and contractual obligations  
 Establishment of good relationships with Trust and Asterol  
 Timeliness and accuracy of performance reporting  
 Production of performance reports within contractual deadlines  
 Achievement of agreed personal and team objectives  
 Ability to work with NHS, OEM and Asterol staff  
 Positive feedback from client staff

### Capability profile

Qualifications	Essential	Desirable
Recognised professional qualification within Engineering or Clinical Services (Degree level) or equivalent	Y	
Current registration with appropriate professional body		Y

Skills	Essential	Desirable
Excellent interpersonal skills	Y	
Commercial Contract management		Y
Customer service management		Y
Excellent IT skills including MS Office and specific equipment management databases	Y	
Extensive knowledge of Diagnostic Imaging		Y
Medical Device Management		Y
Project Management and Audit		Y
Ability to work remotely		Y
Understanding of clinical workflows		Y

Experience	Essential	Desirable
Medical engineering contract management		Y

At least 2 years working with/for healthcare providers/suppliers	Y	
Account management to the NHS sector		Y
Experience of managing major equipment deliveries and installations		Y
Expertise in at least one equipment modality		Y

Languages	Essential	Desirable
English	Y	

### Mobility requirements

<b>Role location</b>	UK - Midlands
<b>UK travel</b>	yes
<b>International travel</b>	Not applicable

### Other

#### **DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)**

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

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