

Job description

Role title	MES Operations Manager - South
Grade	Management
Reporting to	Head of Operations
Role duration	Permanent

Purpose of the role

Responsibilities

This role assumes 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

- The role will involve responsibility for ensuring that significant budget concerns are managed efficiently and raised. Responsibility for local account maintenance & service budget approval within guidelines
- To provide management of all site based staff and leadership of divisional staff while on site
- 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 the Head of Operations in regards to all aspects of service delivery and performance management
- Provide 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 be responsible for 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 liaise with the Head of Operations over budget management for the account, making recommendations to achieving efficiency and working with the Asterol's commercial & procurement division and other colleagues to optimise purchasing efficiency, in accordance with divisional strategies
- To be responsible for 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 / backup to other Service Managers at other sites
- Provide line management of any divisional staff based on-site
- Assume responsibility for Asterol site facilities – offices and equipment
- Management of site related incidents
- To liaise with site base engineering teams where appropriate
- To provide support to on-site Asterol consumables delivery team.

Performance indicators
<p>To meet contractual KPIs</p> <p>To ensure all service level agreements are being adhered to</p> <p>Successful delivery of all onsite maintenance and contractual obligations</p> <p>Establishment of good relationships with Trust and Asterol</p> <p>Timeliness and accuracy of performance reporting</p> <p>Production of performance reports within contractual deadlines</p> <p>Achievement of agreed personal and team objectives</p> <p>Management of the repair of first line faults and resolution of technical problems within timescales required</p> <p>Ability to work with NHS, OEM and Asterol staff</p> <p>Positive feedback from client staff</p>

Capability profile

Qualifications	Essential	Desirable
Recognised professional qualification within Engineering or Clinical Services (Degree level)	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	
Worked with and influenced senior NHS clinical staff	Y	
Specification of medical equipment	Y	

Experience	Essential	Desirable
Medical engineering contract management	Y	
At least 10 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

Mobility requirements

Role location	UK - South
UK travel	yes
International travel	Not applicable

Other

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)
<p><u>A DBS Enhanced Disclosure is required for all applicants.</u></p> <p>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.</p>

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