

Job description

Role title	Protect Operations Manager
Grade	Management
Reporting to	Head of Operations
Role duration	Permanent

Purpose of the role

Responsibilities

The role is responsible for the Operational output of the Protect Services business unit including the day-to-day management of all existing diagnostic imaging customer relationship management and contract retention and growth. The candidate will also be expected to assess, identify and address risks associated with existing equipment portfolios and service strategy.

The Protect Operations Manager will be field based and will work with a high degree of autonomy providing the critical link between New Business and Commercial departments, the Asterol Service Centre and the customer.

The role requires the candidate to have extensive experience in managing complex multi-level multi-stakeholder managed medical equipment and maintenance solutions and a thorough understanding of medical equipment function and maintenance. This will most likely have been gained in a clinical user or medical engineering capacity. The candidate should demonstrate excellent interpersonal and communication skills, strong and influential commercial awareness, and demonstrate ability to manage and motivate staff.

Responsible for review and updating of existing procedures and developing a more robust system working alongside New Business and Commercial teams

Supervise and take responsibility for investigation of incidents involving Medical Devices within Protect Services especially where complex causes require in depth technical understanding or where there are implications for process and policy development.

Capabilities Overview

Technical

Extensive technical knowledge of medical devices as well as an understanding of how and why the devices can support healthcare delivery.

Extensive knowledge of medical device standards safety regulations pertaining to their management and use.

Ability to carry out equipment audits including service history review and assess equipment status.

Broad knowledge of current advances in technology and medicine and their likely impact on health care.

Extensive knowledge of problem solving of medical device issues.

Extensive experience in the investigation of adverse incidents related to medical equipment.

Clinical

Specialist level of understanding of patient and staff risks arising from the use of medical devices.

Specialist level of knowledge of the reasons how and why a wide range of medical devices are used in health care delivery.

Good knowledge of the organisation of health care.

Managerial

Able to prioritise and manage multiple tasks.

Able to encourage/mentor, manage staff.

Thoroughness and attention to detail.

Able to manage time effectively: meeting deadlines as an individual and as part of a team without compromising quality of work.

Able to plan a range of work activities and alter priorities to cope with unforeseen circumstances.

Able to exercise own initiative when dealing with issues within own specialist area of expertise.

Able to deliver against performance indicators within a quality management system.

Able to record accurate meeting notes and timely distribution.

Resources/decision making authority

Home/site based with daily communication with Head Office in Theale.

Support of Asteral Service Centre and all back office functions required.

Line management of Regional Service Operations Managers as appropriate.

Key Protect Business Unit Accountabilities

Customer Relationship Management

- Retention of existing customer contracts.
- Maintaining and developing relationships with existing clients through regular contact both on-site and remotely.
- Providing the customer a key, first point of contact for all escalation and/or opportunity management episodes.
- Maintenance of all CRM records including customer contacts
- Maintenance of all customer service data and records within Asterol's CMMS.
- Following up with customer clarifications and requests
- Continuous development of the level of customer understanding
- Build an extensive knowledge of the customer service needs

Customer support services

- Reporting performance against contracted SLA.
- Customer satisfaction monitoring and improvement.
- Supporting Asterol Service Centre activities
- Setting up new contracts/customers
- Accurate meeting records and follow up actions
- Issue resolution in areas including but not limited to;
 - Contracts
 - Technical
 - Financial especially accounts payable.
 - Commercial
 - MHRA Safety Notices and Incidents

Marketing and New Business

- Profitable growth of existing contracts
- Work closely with Business Development on additional leads and prospect development
- Market intelligence/data collection, recording and internal presentation.
- Participation in new product development projects
- Providing assistance in the development of customer bid strategies
- Guiding responses with relevant technical and other information on customer circumstances and future needs.
- Build an extensive knowledge of service needs and assist in the development of services and specific bid strategies.

Performance indicators
Customer satisfaction
Contract retention
Records management
Asset data quality
Supplier/customer relationship management
Contract SLA management
Profitable portfolio growth
External and Internal feedback

Capability profile

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

Skills	Essential	Desirable
Computer literate (Windows) to include Microsoft Office	✓	
Advanced Excel skills		✓
Excellent Influencing and negotiation skills		
Strong interpersonal & communication skills	✓	
Detailed up-to-date knowledge of managing a wide range of medical equipment, including technical understanding	✓	
Able to work as part of a team or alone	✓	
Able to work to a deadline	✓	
Attention to detail	✓	
Understanding of clinical workflows		✓
Worked with and influenced senior NHS clinical staff		✓
Specification of medical equipment	✓	

Extensive knowledge of MHRA DB2006 (05) and associated documents	✓
Exceptional levels of personal responsibility	✓
Strong aptitude for dealing with ambiguity	✓
maturity, resilience and the ability to stay calm under pressure	✓
People management skills: persuasion, negotiation and appropriate authoritative influence	✓

Experience	Essential	Desirable
At least 10 years working with/for healthcare providers/suppliers	✓	
Account management to the NHS sector	✓	
Previous field based positions		✓

Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Field based – National
UK travel	Yes - extensive
International travel	None envisaged

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>



ASTERAL IS AN EQUAL OPPORTUNITIES EMPLOYER AND POSITIVELY ENCOURAGES APPLICATIONS FROM SUITABLY QUALIFIED AND ELIGIBLE CANDIDATES REGARDLESS OF SEX, RACE, DISABILITY, AGE, SEXUAL ORIENTATION, GENDER REASSIGNMENT, RELIGION OR BELIEF, MARITAL STATUS, OR PREGNANCY AND MATERNITY.