

## Job description

<b>Role title</b>	Regional Service Operations Manager
<b>Grade</b>	Management
<b>Reporting to</b>	Head of Operations
<b>Role duration</b>	Permanent

### Purpose of the role

#### Responsibilities

The role of Regional Service Operations Manager is the provision of a day-to-day contact for key diagnostic imaging customer's and will be tasked with customer relationship management leading to contract retention and growth.

The Regional Service Operations Manager will be field based and will work with a high degree of autonomy providing the critical link between Asterol Service Centre and the customer.

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

#### Resources

Home/site based with daily communication with Head Office in Theale.  
Support of Asterol Service Centre and all back office functions required

## Key accountabilities

1. 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
2. Customer support services
  - Reporting performance against contracted SLA.
  - Customer satisfaction monitoring and improvement.
  - Supporting Asterol Service Centre activities
  - Setting up new contracts/customers
  - Issues resolution in areas including but not limited to;
    - Contracts
    - Technical
    - Financial especially accounts payable.
    - Commercial
3. Internal Communication
  - Customer advocate
  - Setting of clear deliverables to internal teams including;
    - Service centre,
    - Maintenance services,
    - Implementation
    - Commercial.
  - Providing a strong link between the Asterol Service Centre and the customer.
4. 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.

<b>Performance indicators</b>
Customer satisfaction
Contract retention
Records management
Asset data quality
Supplier relationship management
Contract SLA management
Profitable portfolio growth

### Capability profile

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

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
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	

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

Languages	Essential	Desirable
English	Y	

### Mobility requirements

<b>Role location</b>	Field based – UK North
<b>UK travel</b>	Yes - extensive
<b>International travel</b>	None envisaged

### 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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