



## Job description

<b>Role title</b>	<b>EBME Manager – Chase Farm Hospital</b>
<b>Grade</b>	Operations
<b>Reporting to</b>	UK Biomed Operations Manager
<b>Role duration</b>	Permanent

## Purpose of the role

<b>Responsibilities</b>
<ul style="list-style-type: none"><li>• To recruit, induct, develop and support a team of Biomed Engineers to ensure customer satisfaction and to exceed contact KPIs</li><li>• To supervise the workload of the team, allocating team members to optimize productivity</li><li>• To set goals and objectives for subordinates and provide annual assessments and feedback</li><li>• To ensure statistical information is produced, collated and analysed on a regular basis to assist in evaluating the performance of the team</li><li>• To perform scheduled preventative maintenance (PM) on medical equipment as per manufacturer's guidelines when required</li><li>• To complete repairs as required on medical equipment as per manufacture's guidelines</li><li>• To complete associated admin needed to close repairs and PMs as outlined in the Althea Standard Operating Procedures</li><li>• To maintain safe working practices within the hospital environment</li><li>• To comply with the Althea Quality Assurance and Environmental, Health &amp; Safety policies, and work to maintain a high standard of customer service and protect your health and safety and that of your colleagues, our customers and members of the public.</li><li>• To promptly raise any concerns regarding potential violations of the policies</li><li>• To actively seek opportunities to grow Althea business</li><li>• To coordinate and attend regular customer meetings</li><li>• To directly support the Service Manager as needed</li><li>• Deal with OEM's service staff and management when required</li></ul>

- Responsible for delivering customer satisfaction
- Ensure data integrity within TBS management systems
- Liaise with 3rd party suppliers for spare part and contract quotations
- To review ways to improve productivity and reduce operating expenditure

Qualifications	Essential	Desirable
Qualification in Engineering, electronics or medical technologies such as biomedical engineering, desirably at Bachelors level	✓	

Skills	Essential	Desirable
Maintaining service documentation in line with business requirements	✓	
Liaise with 3rd party suppliers for spare part and contract quotations	✓	
Ability to lead a team	✓	
Good organisational and communication skills	✓	
Familiar with a broad range of medical devices	✓	

Experience	Essential	Desirable
A minimum of 5 years' Biomedical experience	✓	
Maintaining spare part stock	✓	
Maintaining tools and test equipment	✓	
Maintaining service documentation	✓	
Managerial experience	✓	

### Mobility requirements

<b>Role location</b>	Site based – Chase Farm Hospital
<b>UK travel</b>	Local only
<b>International travel</b>	No



## 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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ALTHEA 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.