

Job description

Role title	EBME Manager- Bedford Hospital
Reporting to	Biomedical Operations Manager
Role duration	Permanent

Purpose of the role

Responsibilities

- To manage a team of Biomed Engineers providing daily on-site repair, preventative maintenance and asset management of medical devices within specified hospital locations. To work with and support the Service Manager in achieving contract KPIs.
- To complete all associated administrative work in completing repairs and preventative maintenance as outlined in Althea procedures. To work within the Althea Quality Assurance and Environmental, Health & Safety policies.
- To provide input to setting annual operating budgets for assigned contracts and meeting those budgets using system tools to regularly monitor budget amounts versus actual amounts spent.
- To build long term relationships with the customer, subcontractors and staff to ensure responsiveness and support to customers.

Key accountabilities

- To recruit, induct, develop and support a team of Biomed Engineers to ensure customer satisfaction and to exceed contact KPIs
- To supervise the workload of the team, allocating team members to optimize productivity
- To set goals and objectives for subordinates and provide annual assessments and feedback
- To ensure statistical information is produced, collated and analysed on a regular basis to assist in evaluating the performance of the team
- To perform scheduled preventative maintenance (PM) on medical equipment as per manufacturer's guidelines when required
- To complete repairs as required on medical equipment as per manufacturer's guidelines when required
- To complete associated admin needed to close repairs and PMs as outlined in the Althea Standard Operating Procedures
- To maintain safe working practices within the hospital environment
- To comply with the Althea Quality Assurance and Environmental, Health & 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.

- To promptly raise any concerns regarding potential violations of the policies
- To actively seek opportunities to grow Althea business
- To review ways to improve productivity and reduce operating expenditure
- To coordinate and attend regular customer meetings
- To directly support the Service Manager as needed
- Maintaining service documentation in line with business requirements.
- Responsible for escalating and defining necessary resources to maintain equipment
- Liaise with 3rd party suppliers for spare part and contract quotations
- Ensure data integrity within Althea management systems
- Responsible for delivering customer satisfaction
- Deal with OEM's service staff and management when required
- Maintain tools and test equipment in line with Althea Standards
- Maintain spare part stock wherever necessary

Capability profile

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

Skills and Experience	Essential	Desirable
Managerial experience preferred	✓	
Minimum 5 years Biomedical experience	✓	
Experience with medical device management theory and policies	✓	
Customer focussed, confident meeting senior customer management	✓	
Ability to lead a strong team	✓	
Good organisational and communication skills	✓	
Familiar with a broad range of biomedical equipment		✓



PC literate with strong knowledge of Microsoft office applications	✓	
Ability to meet tight deadlines for maintenance and other projects.	✓	

Languages	Essential	Desirable
ENGLISH	✓	

Mobility requirements

Role location	BEDFORD
UK travel	RARELY, to attend meetings
International travel	NO

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