



## Job description

<b>Role title</b>	MES Service Manager
<b>Grade</b>	Management
<b>Reporting to</b>	Head of Operations
<b>Role duration</b>	Permanent 37.5 hours per week

### Purpose of the role

#### Responsibilities

- This role assumes responsibility for the management of Althea's service delivery for the relevant accounts. The key objectives are to ensure that all service, maintenance and user training activities are delivered safely, and carried out in line with industry standards and contractual obligations, to provide high standards of contract management including representing Althea on all contractual and operational site issues.

#### Resources/decision making authority

- The role holder will be able to draw upon support from Althea's extensive team of technical, commercial, project management and administrative colleagues where appropriate
- The role will involve responsibility for ensuring that significant budget decisions are managed efficiently and raised. Responsibility for local account maintenance & service budget approval within guidelines
- To provide management of all site based staff

#### Key accountabilities

- To work professionally as a key member of Althea's service delivery team within Althea's Operations division, and to communicate regularly and effectively with all other Althea 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 Althea 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 be responsible for ensuring user training is organised and recorded in line with our contractual obligations

- 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 Althea'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 Althea 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 division staff based on-site
- Assume responsibility for Althea site facilities – offices and equipment
- Management of site related incidents
- To liaise with site base engineering teams where appropriate
- To provide support to the on-site Althea consumables delivery team.

#### Performance indicators

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

#### Capability profile

Qualifications	Essential	Desirable
Management & Leadership trained		✓



Registered Clinical Scientist/Technologist		✓
HNC/D or Professional qualification in relevant subject	✓	
BSC in Radiography/Diagnostic Imaging		✓

Skills	Essential	Desirable
Computer literate (Windows) to include Microsoft Office	✓	
Advanced Excel skills	✓	
Networking and IT 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		✓
MHRA Managing Medical Devices	✓	
Contract management skills	✓	

Experience	Essential	Desirable
Medical engineering contract management	✓	
Previous Field Service Role in Radiology Equipment		✓
Strong background in repair of Medical Imaging Equipment		✓
Experience of managing major equipment deliveries and installations		✓
Expertise in at least one equipment modality	✓	
Worked in NHS/Private Healthcare for >5 years	✓	



Languages	Essential	Desirable
English	✓	

#### Mobility requirements

<b>Role location</b>	Leicester site based, however travel to other Althea sites and/or attendance at Head office in Reading will be as required.
<b>UK travel</b>	Some – 2/3 days per month
<b>International travel</b>	Occasionally

#### 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.