

## Role Profile Descriptor

<b>Job Title: Technician Supervisor</b>	<b>Band: 6</b>
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### Responsibilities

To manage & maintain the Trusts stock of medical devices in line with manufacturers & MHRA guidance ensuring the Trusts (& its partners) compliance & needs are met.

Undertake servicing and repair of medical devices in a safe, professional and organised manner in accordance with departmental procedures, trust policies and ensure medical equipment always operates within manufacturers specifications/tolerances and complies with current international and national regulations.

Analyse and interpret complex information from faulty equipment in order to diagnose faults and repair to board level. Calibrate, test and re-commission highly complex multi-module medical equipment systems to the most cost-effective level within different environments, utilising complex specialised test equipment.

Work with a high level of precision and attention to detail, resolving technical issues within all clinical areas whilst liaising with clinical staff.

Exercise judgement to determine the causes of faults in devices with multiple complex and inter-related systems and take responsibility for rectifying complex equipment faults, where necessary to component level and check that equipment performs to manufacturer's specification.

Be involved with the demonstration and assessment of new/loan medical devices. Perform acceptance checks on new and loan equipment to ensure compliance with current regulations.

Take responsibility and ensure the service is cost effective, while offering minimal disruption to patients and staff through a comprehensive PPM programme and efficient turnaround of repairs.

Assist with the management of medical equipment support service contracts ensuring cost effectiveness & high standards are met.

Undertake & manage projects and work of a specialist nature to improve patient and staff safety, efficiencies and cost savings within the Trust.

Assist with the assessment of new technologies to support business cases and implement them within the Trust.

Monitor suppliers, staff group(s) & environment during equipment trials & acquisitions phases.

Assess equipment on loan/demo/hire to the trust and ensure the indemnity process is followed.

Help ensure medical equipment is used safely and effectively: promote good practice in using them.

Promote and develop safe and effective use of technological systems for the benefit and care of critically ill patients.

Assist MDSO with the Identification of and respond to field/safety/hazard notices issued on Trust equipment.

To investigate incidents relating to medical equipment in conjunction with MDSO and equipment users.

Assist in policies relating to medical equipment.

Liaise with staff and companies at all levels regarding any issues for medical devices.

Raise requisition for spares on behalf of EBME & or other budget holders.

Maintain accurate equipment and maintenance records via the trust preferred database. Assist in the ongoing development of the medical equipment management database.

Take responsibility to meet the departments/your individual key performance indicators (KPIs) and take corrective action where targets are not achieved.

#### **Accountabilities**

Be able to deputise for the EBME Workshop Manager

To assist with the line management of EBME Technicians, Bed/Assistant Technicians and apprenticeships. This will include supporting workshop technicians with their personal and professional development via annual appraisals, training courses etc.

Ensure the repair turnaround is efficient for the need of the Trust and in line with KPI targets.

To ensure all equipment maintenance records are accurate.

To ensure sure infection control criteria is met in moving equipment around the hospital.

Participate in the recruitment of staff.

Be capable of acceptance testing medical equipment to current standards.

To authorise requisitions for EBME's technicians.

Order supplies for department and lead on stock taking exercises.

#### **Objectives**

Ensure the service is cost effective, whilst offering minimal disruption to patients and staff through a comprehensive PPM programme and efficient turnaround of repairs:

Raising requisition documentation on behalf of EBME and other budget holders, for external repairs to equipment

Provide advice to clinicians and other end-users on the purchase of medical equipment and devices to supplement pre-existing manufacturer's training

Provide key customer service and operational support to all key stakeholders and client groups

To contribute as part of the team to ensure that key performance indicators for Estates and Facilities are met including national, regional and local returns and reports.

To ensure all relevant systems and databases are accurate and up to date

To contribute to the development of processes within the team To keep own knowledge and skills up to date and attend relevant training and development

## Job Description

<b>Job Title: Business/Administration Manager</b>	<b>Grade: 6</b>
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<b>Accountable to: Service Manager</b>
<b>Responsible for:</b> Line management of a team
<b>Key Relationships with:-</b> <b>Internal:</b> - Managers and colleagues within the team, Division and Trust, including senior managers <b>External:</b> Patients and relatives, other healthcare professionals and the general public, other external organisations

<p><b>Purpose of Role:</b></p> <p>Consistent provision of higher level comprehensive and efficient business administration to a directorate.</p> <p>Undertake the management of projects</p> <p>Responsible for a defined area of work</p> <p>Manage, prioritise, plan and organise own time and manage that of your team if appropriate, using extensive knowledge, skills and experience.</p> <p>Provide leadership that encourages high performance from other staff within your team, with the aim of maintaining optimum efficiency within the department.</p> <p>Train and provide support/line management to enable other team members to deliver an efficient business administration service</p> <p>To manage the required technology/hospital systems / new technology or system (s) and support other team members to do so to deliver an efficient business administration service.</p> <p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Deal with external and internal complex queries which may involve sensitive non clinical information or advice to patients or relatives, who may be anxious or have cultural or language difficulties in understanding.</li> <li>• Develops and maintains working relationships within own and other departments to facilitate an effective service</li> <li>• Use judgement to deal with a range of complex non routine problems that may arise, and only exceptionally refer very complex issues to the appropriate person. Routinely investigate and analyse a variety of complex issues and propose and implement solutions.</li> <li>• Responsible for managing, developing, maintaining efficient electronic information systems.</li> </ul>
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- Responsible for the maintenance of accurate data on hospital systems as appropriate, and creating reports as requested.
- Responsible for formal records of meetings and the creation of action plans and implementation of any required action.
- Line Manage team, and support members to undertake the full range of business administration activities.
- Provide a broad range of business administration relevant to area, to support financial, performance and quality targets ensuring that urgent matters are actioned and escalated without delay.
- Give guidance, support and empathetic approach to any complaints or concerns raised. Investigate complaints and identify and implement any remedial action required, liaising with the relevant clinicians to resolve.
- To lead the development of improvements for the service. Incorporate new practices to take account of new technology, demand/capacity tools.
- Responsible for ensuring the team are developed and have all the necessary knowledge and skills to undertake their role, which may include training in your area of expertise.
- Develop standing operating procedures, departmental guidelines, and policies which may impact on the department and Trust. This may involve working with other internal or external partners.
- Where managing a team, support, supervise and co-ordinate staff to ensure the smooth running of the department, and deal with day to day staffing issues as they arise. Carry out personal development reviews.
- May be responsible as a delegated budget holder, authorising time sheets, payments and monitoring the budget
- Carry out research, analyse and interpret data from a range of sources to inform business cases and service developments.
- Responsible for gathering any data for audit research purposes.
- Undertake any other business administration duties as may be delegated

***This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment.***

## Person Specification

**Job Title:** Higher level Administrative Support/PA

**Band:** 6

Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous senior administrative role</li> <li>• Working collaboratively as part of a team</li> <li>• Advanced IT Systems including - Microsoft Office</li> <li>• Experience of communicating with a range of people both within and external to the organisation</li> <li>• Experience of dealing with complex administrative matters</li> <li>• Experience of analysing and interpreting complex data</li> </ul>	<ul style="list-style-type: none"> <li>• NHS experience</li> <li>• Experience within relevant work area</li> <li>• Experience of working with members of the public</li> <li>• Line Management</li> <li>• Project management</li> <li>• Working autonomously</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant degree or equivalent experience plus further training and experience to post graduate diploma equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate diploma</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Confidentiality and Data Protection</li> <li>• Customer service</li> <li>• NHS</li> <li>• Knowledge of relevant work area and specialist terminology</li> <li>• Project Management</li> <li>• Business Case procedures</li> </ul>	<ul style="list-style-type: none"> <li>• NHS complaints procedures</li> </ul>

<p><b>Personal Skills</b></p>	<ul style="list-style-type: none"> <li>• Advanced keyboard skills</li> <li>• Excellent communication skills(written and verbal) to deal with complex or sensitive information</li> <li>• Ability to manage and work well in a team</li> <li>• Good attention to detail and accuracy</li> <li>• Able to plan and prioritise a range of complex activities within defined deadlines</li> <li>• Ability to work flexibly to meet the demands of the service</li> <li>• Ability to deal appropriately with sensitive and confidential information</li> <li>• Able to demonstrate a commitment to Trust Values</li> <li>• Able to analyse and interpret solve complex problems</li> <li>• Good organisational skills</li> <li>• Demonstrate leadership skills</li> <li>• Develop information systems</li> <li>• Able to manage unpredictable workload, and interruptions</li> </ul>		
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