



Candidate information

Equipment Management & Engineering (EME)
Contracts Business Manager



Job Description

Post Title: EME Contract Operations Manager	Post Reference: JD	
<p>Summary of the Role:</p> <p>The post holder will be responsible for the performance management of external and internal contracts with an annual value of £16M which support the whole life management of 46000 items of medical equipment across the Trust with an asset value of £104M. The postholder will Ensure delivery of an effective and efficient service from a diverse group of contractors for a wide range of complex medical diagnostic and therapeutic equipment.</p> <p>Working in an ISO accredited environment with a multidisciplinary team of EME Site Managers and Procurement colleagues, the post holder will ensure that all contracts have suitable governance and management structures in place including documented SLAs and that performance is in line with defined KPIs. The postholder will provide first line contact for EKHUFT clients for all contract performance issues.</p> <p>The post holder will be involved with Procurement in the negotiation of service contracts prior to award, ensuring that service user needs are met by the contract.</p> <p>The post holder will be involved with the Associate Director of Procurement & Managed Equipment Services and the Head of Equipment Management and Engineering in developing and managing the strategy for the replacement of medical equipment.</p> <p>The post holder will have direct line management of a dedicated contracts administrator and a team of three (3) site based EME administrators..</p> <p>It will be the responsibility of the Contracts Business Manager to ensure that admin staff perform individually and as a team to achieve the tasks and objectives set them.</p> <p>The post holder will be responsible for producing and presenting monthly reports on contract</p>		<p>Reports to:</p> <p>Head of EME/Associate Director of Procurement & Managed Equipment Services</p> <p>Base / Location:</p> <p>EME / Procurement Department with the ability for hybrid working</p> <p>With a requirement to work at all sites, including – Kent & Canterbury Hospital & Queen Elizabeth the Queen Mother Hospital and other sites in Kent.</p> <p>Including an occasional need to work weekends.</p>

<p>performance, financial management and business plans.</p> <p>Performance is measured monthly and demonstrated to our client, the Trust:</p> <ul style="list-style-type: none"> • Planned Preventative Maintenance (PPM) • Repairs • Projects • Equipment lifecycle planning. <p>Responsibilities will also include:</p> <ul style="list-style-type: none"> • Budget and cost management planning • Procurement • Reporting • Extensive customer liaison/communication. <p>Post holder will be responsible for producing NPAG/benchmarking data for Head of EME</p> <p>There will be a need to attend other sites and therefore the ability to drive under a full UK licence is essential.</p> <p>The post holder will be required to work to a high standard of safety and accountability, in line with:</p> <ul style="list-style-type: none"> • Departmental quality management system (QMS), ISO9001:15 & ISO13485 • MHRA guidance • Care Quality Commission regulations • 2gether policies. 	
<p>Key Responsibilities</p>	<p>Working Relationships & Contacts</p>
<p>To provide day to day management of the EME service support contracts, and services across all sites required to deliver the specialist clinical technical services associated with the planned maintenance, safe use and repair of clinical equipment and escalating issues to the Head of EME.</p> <ul style="list-style-type: none"> • To support the Associate Director of Procurement & Managed Equipment Services and Head of EME in the strategic management of medical device equipment replacement 	<p>Internal</p> <ul style="list-style-type: none"> • EME across all sites • EME Admin staff • Procurement

- The appraisal, training and development of administrative staff and roll modelling the standards expected when interacting with customers, suppliers, clinical and corporate colleagues.
- To provide monthly business performance reports on all aspects of EME contract performance and financial management.
- To conduct, alongside responsible site manager, physical site audits of work carried out by external contractors and report on standard of work.
- To conduct routine performance review meetings with contractors, ensuring that KPIs are in place and adhered to, all meetings are held in accordance with a set agenda and any performance issues are rectified satisfactorily in a timely manner.
- To be responsible for and manage the information on the medical equipment management database for contract and supplier management. Ensuring that all contractor paperwork and service reports are uploaded in a timely manner following any change or service intervention.
- Liaise with EME site managers, clinical teams and contractors to ensure that contracts deliver the necessary levels of support required by the clinical service customer.
- To ensure that both customer-facing and internal work systems and processes are agreed, implemented, monitored and improved, in line with the requirements of the departmental ISO9001/ISO13485 quality management system (QMS).
- To report data on contractor PPM performance, and to implement corrective and preventive actions resulting from this data.
- Collect and analyse data on service performance including response times and equipment down times; implement any corrective and preventive actions resulting from this data.
- To be responsible for the maintenance, and continuous improvement of systems, and

- Other 2SS departments

External

- Suppliers contract support staff
- Medical Physics EKHUFT
- Clinical staff
- Project teams
- MHRA
- CQC

processes through the QMS. This will involve proposing and implementing changes to EME policies and procedures.

- To ensure that all surplus or end of life medical equipment is disposed of ethically.
- The organisation of service contracts and monitoring and liaison with external contract staff.
- To provide specialist training and presentations to other members of the department and to occasionally teach and train other staff groups (doctors, nurses, allied health professionals, technical staff etc.) in the contracted performance of external service contracts.
- To develop and maintain current knowledge of relevant standards and directives to ensure that all contracts are compliant and meet the needs of the Trust.
- To liaise with EME site managers, clinical teams and contractors to ensure access to medical equipment for PPM and report on clinical department compliance.
- To actively participate in horizon scanning of new medical technologies and systems.
- Participation in Datix incident investigations and reports.
- Ensure admin team competencies meet the needs of the service. Implement training plans to fill any gaps identified.
- Ensure contractor compliance with Trust and 2gether Infection prevention and control policies. Proactively introduce improvement measures as necessary.
- Promote a culture of openness and continuous improvement.
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Dimensions:

Performance measures and KPIs

Problem solving, decision making, impact, resource management including value, working environment, Job responsible for staff & equipment)	
<p>Financial and Physical</p> <ul style="list-style-type: none"> Responsible for the management of service contracts. Control of EME contract expenditure. <p>Workforce</p> <ul style="list-style-type: none"> Leadership and management of EME administrative staff. Based at one site but required to provide cover at all 3 sites as necessary. Development and support of EME administrative staff. Promote culture of openness and continuous improvement. <p>Working Conditions</p> <ul style="list-style-type: none"> General office conditions including computer work and video conferencing. Some home working may be permitted. <p>Physical Effort</p> <ul style="list-style-type: none"> Standard driving to other sites within the Trust and to community sites to attend meetings and presentations Short periods of walking to other departments to attend meetings. <p>Mental Effort</p>	<p>Monthly PPM completion rate.</p> <p>Repair completion time.</p> <p>Spare parts expenditure.</p> <p>Personal technical development.</p> <p>Annual CPD points.</p> <p>Maintenance of personal professional memberships.</p> <p>Weekly team meetings.</p> <p>Weekly operations meetings.</p> <p>Monthly MDOM Meetings.</p> <p>Routine scheduled contract review meetings.</p>

- Long periods of concentration whilst analysing data from service manuals, equipment files/database, whilst subject to unpredictable working patterns, due to telephone requests and changing work priorities.

Emotional Effort

- Management of staff to provide best outcomes for service. Balancing needs of the service against the needs of the individual.

**Person Specification:
(Please state Essential (E) or Desirable (D))**

Knowledge & Skills

Strong IT skills – with MS Word and Excel and ability to maintain, interrogate and use advanced features of a complex database. (E)

Ability to manipulate large complex datasets to enable decision making. (E)

Good written and verbal presentation & communication skills. (E)

Good organisational, prioritisation and time management skills – to manage work areas and workload of self and the wider team. (E)

Experience

Experience of managing complex multi-site maintenance contracts. (E)

Experience of developing strong service level agreements (SLA) and setting of relevant key performance objectives (KPI). (E)

Experience of working within a quality management system and evidence of active participation in continuous improvement. (E)

Experience of supervising and developing staff. (E)

Qualifications

Recognised Management qualification at degree level. (E)

Professional membership of a relevant specialist / professional body (e.g., CMI, IPEM/IET). (E)

Willingness to continuously develop skills and abilities and to attend in house and external training courses, at base and throughout the UK. (E)

Evidence of regular participation in relevant

<p>Good customer relations and interpersonal skills. (E)</p> <p>Good commercial negotiation skills. (D)</p> <p>Knowledge of MHRA recommendations for Managing Medical Devices. (D)</p> <p>Knowledge of Public Contract Regulations (D)</p> <p>Commitment to continuously improving systems of working. (E)</p>	<p>Experience of NHS financial management processes. (D)</p>	<p>training courses and seminars. (E)</p> <p>Other</p> <p>A full U.K. driving licence and own transport is essential for this post as part of the duties include travel for servicing and repair. (E)</p>
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Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		N
Driving?	This means driving a Company Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work	Y	
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		N
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment.		N
Hand Washing?	This means washing hands 20 plus times per working day.		N
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).	Y	
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.		N
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		N
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		N
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		N