

 **NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** |
| Job Title | Product Specialist |
| Immediate Senior Officer/ Line Manager | Senior Product Specialist  |
| Department | NHS Scotland Assure / Health Facilities Scotland |
| SBU | Procurement, Commissioning and Facilities |
| Location | NHS National Services Scotland, Gyle Square, Edinburgh |
| CAJE Reference | SHSG043 |
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| **2. JOB PURPOSE** |
| The principal focus of the job is to provide specialist expert advice to NHS Scotland, Scottish Government, Procurators Fiscal, Private Contractors, Architects, and other National Bodies with respect to all types of medical equipment and their associated services.The postholder will manage all aspects of capital equipping projects including cost projection, scheduling, specification, commissioning and all aspects of financial control of both project and equipment budgets.  |
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| **3. DIMENSIONS** |
| Equipping Services operates a system of matrix management and teams are created as and when required for a particular project. At any one time the postholder could be a Project Manager, for one or more projects, and a team member for one or more projects reporting to another member of Equipping Services, as well as carrying out non-project work. Communication can range from daily to weekly and monthly.The postholder provides technical expertise in the field of electro-medical and life support equipment, providing advice to the Incident Reporting and Investigation Centre (IRIC) and other NHS National Services Scotland departments, the Scottish Government, to NHS technical and clinical staff throughout Scotland, as well as to private contractors who can include construction companies, project management companies, architects and medical equipment suppliers.

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|  | Value of work undertaken per annumEquipping and other procurement work (average) | £25M |
|  | **Activities**Number of equipping projects undertaken (approx.)Fatal Accident Inquiries on behalf of the Scottish Government (average)Medical Devices/Estates Adverse Incidents investigated (average) | 51 / year20 / year |
|  | **Customer Base**The main customer is the NHSScotland and Scottish Government, but work is also undertaken for other areas e.g., Medicines and Healthcare products Regulatory Agency (MHRA), private sector organizations, General Medical Practices, Dental Practices etc. |  |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| NHS National Services Scotland delivers a range of national services through five Strategic Business Units (SBUs). Details of the Procurement, Commissioning & Facilities and its various directorates are included below:Procurement, Commissioning and FacilitiesNational Procurement (NP)* A contract portfolio of £1.6 billion per annum of goods and services for NHS Scotland; provided through logistics function, national distribution and warehousing.
* Lead on public procurement reform for NHSScotland. Ensure the economic and health impact of NHSS procurement is maximised.
* Managing the national supply chain for NHSScotland, including warehouse and distribution services
* Manage the national resilience stockholding portfolio

National Services Division (NSD)* Commission a wide range of specialist health and screening services for NHSScotland. Currently 114 commissioned clinical services, 28 clinical and diagnostic networks, 7 Strategic networks and a range of population screening services.
* Manage the rare conditions risk share scheme. Strategic planning of national screening programmes and specialist services with NHS Boards, clinicians, patient and public representatives and the Scottish Government Health and Social Care Directorate (SGHSCD).
* Managing and influencing national clinical service planning across NHSScotland
* Negotiating and monitoring individual Service Agreements with providers of national services across the UK.
* Provide leadership across clinical and strategic networks, national planning and health planning.

Health Facilities Scotland (HFS)* Provide technical engineering and construction advice across the whole of NHS Scotland’s built estate.
* Provide and assure guidance on a range of technical subject matter areas including soft and hard FM services, decontamination, fire, environmental and construction.
* Provide strategic input to NHS Scotland’s long term capital planning outlook.
* Co-ordinating and delivering the Decontamination and Oxygen Therapy Services to NHSScotland. Developing and monitoring professional and technical standards across all areas of Hard and Soft Facilities Management.

ARHAI Scotland (Antimicrobial Resistance & Healthcare Associate Infection)* Providing a range of clinical and healthcare science services.
* The Scottish surveillance healthcare associated infection programme (SSHAIP).
* The Scottish one health antimicrobial use and antimicrobial resistance programme (SONAAR).
* The national policies guidance and outbreaks programme (NPGO).
* The community antimicrobial resistance and healthcare associated infection programme (CARHAI).
* Infection control in the built environment and decontamination (ICBED).

NHSScotland Assure* Introduced 2021 and a first for any healthcare system this encompasses the services of HFS and ARHAI above, and in addition;
* Combining engineering and infection prevention control specialists to deliver a range of services to ensure the potential for harm is minimised across the built environment.
* Formal assurance services for all new build programmes (and major refurbishments), enhanced guidance, training and support and formal key stage approval processes.
* The centre of expertise for knowledge management, research and guidance in relation to improving quality in the built healthcare environment
* System wide workforce planning and development across engineering and healthcare sciences ensuring a sustainable workforce across NHSScotland

This role is in the Equipping Services Team within HFS / NHSScotland Assure. HFS is committed to encouraging best practice by providing guidance, education and training and operational support and advice to NHSScotland on all topics related to facilities. NHSScotland Assure is the new Centre of Expertise which has been established to reduce risk and infection within the built environment.**Equipping Services** EquippingWe provide a range of specialised technical, commercial, and project management services across NHSScotland. This includes equipping highly complex healthcare facilities, designing specialist departments such as dental facilities, operating theatres, x-ray, laboratories and sterilisation, specifying mechanical and electrical services, specifying and purchasing equipment and commissioning to ensure patient and staff safety. The management of the transfer programme from old to new facility ensures minimum downtime and disruption to patient care. A good example being the equipping of the £212M Dumfries & Galloway Royal Infirmary, which incorporated the latest medical technology to support changing clinical demand. We also liaise on the procurement of major medical equipment for NHS Boards and have been commissioned by Scottish Government to manage the acquisition of all Radiotherapy Equipment for Scotland.**Technical Quality Assurance & Consultancy**Covering a wide range of complex medical and diagnostic equipment for use in imaging, life support, chiropody, sterilisation, and disinfection, electro-medical, dental and laboratories HFS provides advice to enable informed decisions regarding safety, performance, technical commissioning, quality assurance and compliance with relevant directives and any other statutory regulations that apply. The team also advises Scottish Government and Audit Scotland on matters related to Healthcare Equipment. |

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| **6. KEY RESULT AREAS** |
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1. Generate comprehensive, accurate, costed equipment lists which meet the needs of users and comply with scheme operational policies, Scottish Government Health and Social Care Directorates guidance and the building codes and procedures used in the Scottish Health Service.
2. Ensure that medical and scientific equipment is of an appropriate specification with respect to performance and safety.
3. Develop and monitor project timetables to enable the various projects to progress concurrently as agreed with customers and to ensure that completion dates are achieved.
4. Constantly review the database and library of all equipment and ensure it is maintained and updated such that it forms a valid and viable basis for the generation of initial equipment lists which meet the needs of users.
5. Investigate reported hazards and defects, liaising with hospital staff and other departments including Medicines and Healthcare products Regulatory Agency (MHRA), Scottish Government Health and Social Care Directorates and Procurator Fiscal’s Office ensuring that appropriate safety advice is issued to users and corrective action undertaken by manufacturers and suppliers. Appear in court as a technical witness at Fatal Accident Inquiries when required.
6. Communicate with Health Board Project Co-ordinators to ensure close co-operation, information exchange and the swift resolution of any identified problems.
7. Provide a project management role and use extensive accurate management data for customers to ensure the correct financial control of projects and that schemes satisfy operational objectives.
8. Develop and maintain a high level of technical and product expertise in electro-medical and life support equipment in order to advise customers of the functional and technical suitability of equipment, ensuring advice given is current and in line with latest legislation and best practice. This will involve developing and maintaining a high level of understanding of appropriate standards.
9. Provide technical advice and support for purchasing activities/tendering procedures which will lead to award of contract and develop and maintain a high level of expertise in all aspects of equipment provision to ensure a progressive approach to equipping by the postholder and his/her team.
10. Provide ad hoc technical advice and assistance to Oxygen Therapy Service,
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| In consultation with the Project Manager and Senior Product Specialist the broader and longer-term issues will be identified and the methods of dealing with them agreed.The postholder will identify the main areas requiring attention on a day-to-day basis.New schemes will be assigned by the Project Manager or Senior Product Specialist.The postholder will continuously review his/her own work. The Senior Product Specialist will review work generally for quality, quantity and the achievement of objectives within timescales via regular informed contact.Hazard and defect work will be reviewed by the Hazard Co-ordinator.Work will also be subject to review by Health Boards and other customers.On specific projects the postholder will be accountable to the Project Manager for that particular project. |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| **Internal**All forms of communication are used.Equipping Services operates a system of matrix management and teams are created as and when required for a particular project. At any one time the postholder could be a project manager for one or more projects and a team member for one or more other projects reporting to another member of Equipping Services.Liaise with other staff when required to agree medical and scientific equipment specification.Liaise with other colleagues to ensure a consistent approach to equipping. Liaise closely with all members of project teams to ensure the correct equipment is purchased and delivered to site when required.Liaise closely with The Hazard Co-ordinator in the investigation of hazards and defects with medical equipment.**External** Liaise with project teams, consultants, nursing, other hospital staff and other government agencies including MHRA. Liaise with customers within the public and private sector. Communicate regularly with suppliers.Communicate with suppliers and contractors (and HFS colleagues) in relation to the Oxygen Therapy Service. |

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| **9. MOST CHALLENGING PART OF THE JOB**  |
| Being able to balance the needs of equipping projects, adverse incident investigations and other duties simultaneously and to manage time effectively, prioritising at key stages. Keeping up to date with current standards, legislation and best practice in relation to medical equipment procurement, management and use. Maintaining an up-to-date technical knowledge of electro-medical equipment, often involving complex changes and improvements. Ensuring all capital projects are equipped on time, to specification and within budget.  Ensuring project teams are highly motivated to achieving results.  Ensuring that customers are offered a consistently high-quality service keeping costs within budget.  Assisting in the maintenance of appropriate levels of business, i.e., continuous discussion with customers regarding future capital developments/new healthcare facilities.  |
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| **10. Systems** |
| E-Quip Capital Equipping software – equipment database which lists all project items by location. Takes the process through from scheduling to specification to ordering, receipt and distribution. Produces a range of Financial Reports.Q-Pulse (Quality Management System) - This platform is used to assist staff in understanding what is required of them in their role, and ensure compliance to agreed standards, processes and procedures that have been established and to hold data pertaining to IRIC Investigations.Microsoft Office software including Word, Excel, PowerPoint & Outlook – a practical working understanding and application is required. Excel is used to produce equipment schedules which can be sent electronically to clients, customised reports on budgets, expenditure, progress and many other reports which customers may request.MS Project – used to plan equipping strategy and manage progress.NHS Estates Activity Database (ADB) – used to compile room datasheets including equipment lists for use by customers, architects and M&E contractors.AutoCAD and Revit drawing software for preparation of layout and service drawingsNSS Intranet |
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| **Physical Effort**• Daily use of a PC is normal with up to 7.5 hours per day not uncommon. Prolonged VDU use on a daily basis.There is often regular requirement to travel to meetings and site locations carrying briefcases or flight cases with working materials (files, supplier literature, laptop computer and personal luggage).There is occasional requirement for work on site during the commissioning phase of a project, to manage the receipt of deliveries. Commissioning phases typically range from 2 to 8 weeks. This could occur up to 4 times a year and can involve occasional moderate physical effort receiving equipment into the building and transporting to final location using manual handling equipment, escorting sub-contractors, walking around the facility checking rooms for completion of equipping activities**Mental Effort**There are daily requirements for prolonged concentration to understand and comment on clients’ equipment requirements, architectural drawings, provide specifications and costs, monitor expenditure and budgets, prepare and understand detailed project plans, read and respond to correspondence, minutes and e-mails, write progress reports.Projects normally run concurrently with timescales shifting regularly - therefore there is a daily requirement to switch from one project to another at instant request from a client, or on instruction from a manager. Much of the work can be unpredictable therefore there is the requirement to attend site at short notice meaning that tasks have to be frequently re-prioritised.There is a need to keep up to date with technical equipment standards, published legislation in relation to data protection, disability, freedom of information, and diversity. There is a need to be aware of Department of Health guidance and professional bodies published codes of practice in the use and maintenance of a wide range of electro-medical equipment. This is done through reference to websites, journals and by investigation.Concentrating for up to four hours in meetings to discuss detailed project issues can require considerable mental effort. Maintenance of financial control over projects. Projects can range up to multi-million pound and require daily intense concentration to plan and control the work of staff, paperwork and timescales, plus dialogue with clients’ representatives, NHS users and suppliers. Producing progress and management reports for clients’ representatives and NSS management. There is frequent requirement to travel to sites, throughout Scotland, which can necessitate staying away from home for periods of a few days. This can be dependent on the project but can vary daily, weekly or monthlyDealing with enquiries from customers, medical professionals and colleagues, which are received constantly and have to be prioritised and followed up.**Emotional Effort**Heavy workload and the requirement to meet deadlines (sometimes beyond our control) can be stressful for prolonged periods of time.Investigating adverse and/or fatal incidents which may include detail of patient injury or death.Having to impart unwelcome news to clients or staff, such as delays to timescales.Managing the expectations of clients, for example in relation to equipment desired versus budgetary constraints. Deciding which current projects require immediate attention and judging which can be left without any long-term detriment. Occasionally clients and other project stakeholders can be difficult and demanding, leading to confrontation.Rare exposure: Site visits to mortuaries where cadavers can be in viewAppear in court as a technical witness at Fatal Accident Inquiries as required. |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| There is frequent requirement to travel to sites which can be throughout Scotland and which can necessitate staying away from home for periods of a few days. This can be dependent on the project but can vary daily, weekly or monthly.Daily use of a PC is normal with up to 7.5 hours per day.Intrusive noise working when trying to concentrate on detailed tasks.Daily use of a range of office equipment, including personal computer, laptop computer, telephone, mobile telephone, scanner, photocopier, printer. Occasional use of specialist test equipment which can include medical electrical safety analysers, defibrillator tester, sphygmomanometer tester, infusion pump tester, oxygen saturation equipment tester, surgical diathermy tester, physiotherapy diathermy tester. This equipment is used as dictated by need but could be daily for up to two weeks during commissioning.When working on site during the construction and equipment commissioning phases of a project the building will generally have limited heating, ventilation and sanitary facilities. |

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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| The postholder should be educated to HNC/ HND or degree level in Physics, Applied Physics, Electrical and Electronic Engineering or a similar technical qualification.Technical experience with a wide range of medical equipment and extensive experience of equipment maintenance, repair and commissioning are essential.The aptitude for handling new technology is essential. In addition the postholder requires to show initiative and to have excellent and well developed personal, managerial, numeric, verbal and written communication skills as well as tact and diplomacy in dealing with a wide range of customers and user groups.Well-developed IT skills are essential, as are skills in using handheld test equipment and hand tools.Excellent Project Management skills, research skills and experience in procurement. As the post involves dealing with a wide range of suppliers and customers the postholder needs to be a good communicator.Experience of influencing and negotiating at a senior management level is required.Ability to manage conflicting priorities, mixed workloads, and tight deadlines.Able to demonstrate a high level of initiative and team leadership skills.  |

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each post holder to whom the job description applies. |
| Post holder Signature: |  | Date: |  |  |
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| Post holder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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