

#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| Job Title: MEM Technical Administrator  Responsible to: Sector Manager  Department(s): Medical Physics  Directorate: Diagnostics, Anaesthetics, Theatres & Critical Care (DATCC)  Operating Division: Lothian University Hospitals Division  Job Reference: 177285  No of Job Holders: 3  Last Update : 26 March 2018 |
| 2. JOB PURPOSE |
| To provide a full range of administrative support of a consistently high standard to the Head of Medical Equipment Management (MEM) and MEM Sector Managers, including acting as first point of contact for any enquiries and responding or referring on as appropriate.  The post holder will provide a full range of services including procurement and order management, managing service level agreement administration, contracts administration and data processing services to support MEM.  The post holder will support the administration of the MEM database (a Board-wide resource) and be responsible for operational management of some technical administrative functions (e.g. contract compliance monitoring, technical interpretation of service reports, spare parts ordering/tracking) using the database. |
| **3. DIMENSIONS** |
| Provision of equipment management services to support an inventory of patient critical medical equipment with an estimated total value of £45 million across NHS Lothian.  The Medical Equipment Management service operates from four bases: The Royal Infirmary of Edinburgh (RIE), the Western General Hospital (WGH), the Royal Hospital for Sick Children (RHSC) and at St John’s Hospital at Howden (SJH).  The post holder is employed within NHS Lothian and will be based on one of the main acute sites, reporting to the relevant sector manager. On occasions there will be a requirement to work flexibly across Lothian to meet the service demands of all sites and teams. Although the post holder will be supported to develop a technical administrative specialty (e.g. contract compliance monitoring, technical interpretation of service reports, spare parts ordering/tracking) they will be required to work as part of the technical administrative team to provide general pan-Lothian support across all sites, ensuring resilience during periods of team absence.  **Financial Responsibilities.**  Contract / SLA audit and review to ensure third party compliance and performance and value for money. Orders stock control for all department administrative sundries. |
| 4. ORGANISATIONAL POSITION |
| Head of Medical Equipment Management  Sector Managers  Specialist Clinical Technologist  Clinical Technologist  Clinical Technologist Associate Practitioner  Clinical Technologist Assistant  Workshop Manager (Clinical Technologist Team Leader)  MEM Technical Administrator |
| 5. ROLE OF DEPARTMENT |
| The role of the Medical Physics Department is to facilitate the introduction of new and existing clinical technology and scientific methods into healthcare and to ensure their safe and effective use. The Department provides a range of specialised clinical and clinical technical services and highly specialised expertise to NHS Lothian and to other organisations with which it has contractual arrangements. The department employs Healthcare Science staff with a variety of scientific and technical expertise, including physics, electronic & mechanical engineering and computer science. The Department is organised into five sections that specialise in different areas of physics and engineering applied to medicine. The sections are:  * Clinical Engineering & Non-Ionising Radiation Physics, * Imaging Physics, * Medical Equipment Management, * Nuclear Medicine Physics, and * Radiation Protection.   **Services provided by the Equipment Management section:**  The Medical Equipment Management (MEM) section provides a comprehensive, full-lifecycle equipment management service, including medical equipment library services. From bases at the RIE, RHSC, SJH and WGH it manages and maintains a wide range of medical devices (approximately 25,000 items with a value of £45 million) throughout the Division and to other hospitals, health centres in NHS Lothian, third parties and to patients in their homes. The section specifies, selects, commissions, calibrates, maintains (scheduled work), repairs and decommissions medical devices. It responds to medical device safety alerts issued by NHS Scotland and others, and investigates incidents involving medical devices. It trains professional users (doctors and nurses) in the safe use of medical devices. It supports and initiates R&D and service developments to enhance the use of technology in healthcare. |
| 6. KEY RESULT AREAS |
| **Administrative**   1. To manage and ensure a competent and comprehensive administration service to the sector managers and head of equipment management. Key duties include diary management, mail management, typing of all correspondence, responding verbally or electronically to a wide range of administrative requirements. 2. Participate in regular meetings, reviews and audits with fellow team members, Sector Managers and/or the Head of Section. 3. Plan and organise meetings and events including venue and attendees etc. Prepare PowerPoint presentations and handouts. Ensure all equipment/materials required by speakers/attendees are available for staff and external clients on topics relevant to event. 4. Arrange and, if necessary attend meetings with the sector manager, ensuring necessary paperwork is available, taking minutes of the meetings and taking forward any required actions. 5. Deal with enquiries to the office, which may be by telephone, e-mail or written correspondence, recording and proactively taking follow-up action including confidential enquiries, initiating and co-ordinating responses where appropriate, prioritising correspondence for action as required and ensuring the recording and monitoring system is organised and up-to-date. 6. Ensure that all relevant information regarding staff, sent to the sector manager is cascaded appropriately to maintain the appropriate working conditions for staff as determined by the Division. 7. Responsible for the development of electronic and paper systems within the office, for the safe storage of documents and information related to the works of the department and for use during both internal and external audit purposes. 8. Monitor and report to sector manager the progress of departmental quality objectives and targets. Compile and deliver agreed reports to departmental clients on service outcomes and productivity. 9. Maintain staff training records on database to ensure accurate information is available for management and staff’s refresher course dates are met. Alert the Head of Department of any deviation or lapse in mandatory training. 10. Data processing via equipment management database to provide reports on operational issues (e.g. maintenance contract compliance, service level agreement KPI’s). 11. Allocation of selected PPM’s (planned preventative maintenance) to delegated technologists for service visits to community premises or domiciliary service visits. 12. Arrange any training course bookings for staff across the department.   **Procurement**   1. Administer all relevant department purchase applications, ensuring correct procedures are followed to comply with Standing Financial Instructions. This process involves recording all necessary paperwork and checking via lists of authorised signatories. 2. Responsible for monitoring and ordering stationary and supplies as required by the Department.   **Contract / SLA management**   1. Support sector manager’s to manage SLAs and ensure compliance by providing administrative support/record keeping and co‑ordination of work with third-parties. 2. Undertake day to day administration and monitoring of all service maintenance contracts provided by external contractors and audit/review. This may include discussion with senior staff on making a risk assessment in relation to the repair or replacement of a device, taking into account the complexity of the device, the environment in which it is used and any contract support information available.   **General standards**   1. Ensure that all activities conform to Statutory Regulations, national best-practice and Board procedures, including Health and Safety regulations, NHS Lothian incident reporting procedures and mandatory training. Adheres to the health and safety responsibilities laid down in the Department Safety Handbook. Carries-out the procedures required under the Health and Safety at Work Act 1974 to ensure a safe working environment for patients, visitors and employees. 2. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. |
| 7a. EQUIPMENT AND MACHINERY |
| The following are examples of general office equipment which will be used on a continual basis when undertaking the role:   * Personal Computer, * Laptop and projector, * Photocopier (including scanner), * Laminator, guillotine, binder, shredder, and * Telephone.   **Note:**  New equipment may be introduced as the organisation and technology develops, however training will be provided. |
| **7b. SYSTEMS** |
| The following are examples of systems which will be used when undertaking the role:   * Regular use of the Internet, Intranet, Outlook email system and Microsoft Office software – Word, Excel, Access, Publisher, Powerpoint, * Established database systems, e.g. Equipment management database, * TrakCare, * Pecos, and * Web based applications.   **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| 1. The post holder works independently with senior staff available for advice if required. 2. The post holder is required to follow standard policies and procedures and to ensure that statutory regulations are followed. 3. The Sector Manager allocates specific duties and operational project work to the post holder, monitors overall progress and provides advice and guidance. 4. The post holder will have a personal development plan and be reviewed by the Sector Manager. |

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| **9. DECISIONS AND JUDGEMENTS** |
| 1. The post holder will be managed and is expected to make judgements on a daily basis without referring to their manager, reviewing contracts for example to ensure scheduling and compliance, value for money and dealing with the service providers directly. 2. The post holder will be expected to confidently make decisions on a daily basis. Post holder must be proactive and use their initiative to take responsibility for decisions relating to workload priorities, given the range of competing demands. For example, the post holder will follow-up service contract approvals from service managers to fulfil contract agreements. 3. The post holder will manage the external repair process for medical devices, contacting providers for updates on progress and negotiating timescales taking account of patient requirements and needs. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| 1. Dealing with the extensive range of information related to the work of the department and being able to identify access and utilise the information appropriately. 2. Achieve timescales for completion of work and be able to respond in a timely way to changing service demands. 3. Dealing with patients on a daily basis with tact, diplomacy and sensitivity, when they require quick and efficient support with items of medical equipment. 4. Supporting a growing scientific and engineering department, set within the context of rapidly advancing healthcare technology. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| 1. Acting as the first point of contact for senior staff and their teams. 2. Daily communication with team members within the Medical Equipment Management section, discussing operational activities and service priorities. There are regular team meetings at which all staff will participate. 3. There is frequent communication with other Sections within the Department of Medical Physics in relation to items of medical equipment for which there is a degree of shared responsibility. 4. There is frequent internal communication with staff at all levels within the Organisation, including nursing, medical and managerial staff, communicating to understand and convey technical and operational issues in relation to items of medical equipment. 5. There is frequent communication with manufacturers and suppliers of medical devices (and their representatives) in relation to contract administration. 6. Communication with patients to arrange service house visit appointments. 7. Communication is by telephone, e-mail, face-to-face and through written reports, as appropriate. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical skills and effort**   1. Sitting at desk for reading of documentation, computer use, report writing and correlation of material for long periods of time.   **Mental effort**   1. Frequent requirement for periods of concentration, for example when entering and manipulating data on database, while subject to unpredictable workloads and interruptions.   **Emotional effort**   1. Communicating sensitive issues with the multidisciplinary team. e.g. patient interference with medical devices, misuse of medical device in the home. 2. Dealing with patients on a daily basis with tact, diplomacy and sensitivity, when they require quick and efficient support with items of medical equipment that require urgent repair or service.   **Working conditions**   1. Continuous use of a VDU. 2. The post holder shall ensure that all activities conform to statutory regulations and local health and safety rules. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **Qualifications**   1. HND level qualification in business administration / other relevant subject and experience in a similar administrative role.   **Skills**   1. Proficient in use of Microsoft Office software, e.g. Word, Excel, Access, PowerPoint. 2. A technical understanding of all of the types of medical equipment in use within NHS Lothian with sufficient technical knowledge (acquired through attendance at manufacturer’s training courses and in house awareness sessions) to be able to allocate and review work, review third party service reports and monitor contract compliance. 3. Experience of servicing committees (e.g. minute‑taking) as required, on an ongoing basis. 4. Advanced keyboard skills. 5. Experience and trained in TRAK application. 6. Ability to work under pressure and meet deadlines. 7. Effective interpersonal, organisational, communication and decision-making skills to apply tact and diplomacy when dealing with staff/patient issues. 8. Ability to work both as part of a team and use own initiative when required. 9. Experience of engaging and working effectively with colleagues of all disciplines. 10. Previous experience in working in a project environment including supporting financial management processes. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |