#### **NHS SCOTLAND JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
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| Job Title: | Assistant Purchasing Officer and Receptionist |
| Responsible to (insert job title): | Technical Manager, Medical Equipment Management |
| Department(s): | Department of Clinical Physics and Bioengineering |
| Directorate: | Diagnostics |
| Operating Division: | Acute |
| Job Reference: |  |
| No of Job Holders: | 1 |
| Last Update (insert date): | 31/12/2024 |

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| 2. JOB PURPOSE |
| The post holder will contribute to the life cycle management of medical equipment, working in-line with standard operating procedures and to support the service by performing essential duties relating to the Asset Management System. To act as the first point of contact for Medical Equipment Management services at the Queen Elizabeth University Hospital / Royal Hospital for Children. Logging equipment onto the Medical Equipment Management System, receiving deliveries, ordering parts and managing decommissioned equipment and parts. Ensuring that the department maintains an organised and traceable process in line with standard operating processesThis post will be based in the Queen Elizabeth University Hospital / Royal Hospital for Children campus. |

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| **3. DIMENSIONS** |
| The post holder is a member of a team of over 100 Clinical Engineer Technologists working within Medical Equipment Management Services group within NHS Greater Glasgow and Clyde.Full life cycle management is provided for over 50,000 medical device assets. The service are involved in the specification, selection and procurement, planned preventative maintenance and performance assurance of medical equipment. Staff are directly involved in clinical support services and provide training for doctors, nurses and other healthcare professionals.Staff in Medical Equipment Management are expected to have an understanding and knowledge of the clinical use of the equipment so that advice on the use of, and any queries or problems associated with, equipment are dealt with in the manner most effective for the user.Services are provided to all Clinical Directorates in both the Acute and HSCP Sectors. This post will be based in the Queen Elizabeth University Hospital. The post-holder will be required to support other sections / shared areas within the Queen Elizabeth University Hospital - Royal Hospital for Children campus. They may be required to support other acute sites within the South Sector, to meet service provision demand. |

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| 4. ORGANISATIONAL POSITION  |
| **Assistant Purchasing Officer – Receptionist****Band 3 x 1 (This post)****Peripatetic Advanced Specialist W&C**Band 7 x 1Technical Manager,South Glasgow Team **Medical Team**Band 7 x 1 Band 6 x 4Band 5 x 3Band 4 x 1Band 3 x1**Surgical Team**Band 7 x 1Band 6 x 3 Band 5 x 2Band 4 x 1Band 3 x 1 **Victoria ACH** **Team**Band 7 x 1Band 6 x 1Band 4 x 1**Neuro Team**Band 7 x 1Band 6 x 2Band 5 x 2**RHC Team**Band 7 x 1Band 6 x 4Band 5 x 4Band 4 x 1Band 3 x 1 **Scotstar** **Team**Band 7 x 1Band 6 x 1 |

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| 5. ROLE OF DEPARTMENT |
| The Medical Equipment Management Services Group, part of the Department of Clinical Physics and Bioengineering. Medical Equipment Management provide expert advice on medical equipment and provide a full life cycle medical equipment management and maintenance service. Correct and accurate operation of medical devices is essential for safe diagnosis and treatment of patients. Services are provided to NHSGGC and to other healthcare establishments in neighbouring Health Boards. Staff also support research and development aimed at improving medical technologies and making them easier and safer to use.The Medical Equipment Management service works and is accredited to ISO 55001 Asset Management System for the provision of medical equipment repair, maintenance and equipment management services. |

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| 6. KEY RESULT AREAS |
| **Procurement Duties**1. Responsible for the timely and accurate purchase of all requested goods and services in accordance with NHSGGC Standing Financial Instructions and departmental processes.
2. Update and maintain the stores database, perform regular stock takes.
3. Monitor and review progress of all outstanding orders with suppliers, inform the requester of any delays, report to the section manager and take agreed action to mitigate delays.
4. Offer professional supplies and customer/vendor support to the department including update and accurate product information and pricing where appropriate.
5. Communicate “Best Practice” methods of ordering to users through effective communication, both verbal and written.
6. To source suppliers for goods on an ongoing basis to ensure cost effective spending of the departments funds.
7. To liaise with commodity team, suppliers and technical staff regarding alternative products and materials, and identify opportunities for the implementation of new products.
8. Book and record all deliveries making sure all items are receipted or report missing items.
9. Responsible for accessing, maintaining and providing up-to-date, accurate product and pricing information to all users.
10. Maintain and order stock of domestic/ office supplies
11. Resolve invoice issues.
12. Arrange couriers
13. Control the Goods In / Out area including recording delivery notes and courier notes.

**Reception Duties**1. Ensure that all staff / visitors are welcomed and queries are dealt with promptly and appropriately.
2. Log all medical equipment service requests and equipment onto the Medical Equipment Management System.
3. Forward emergency job requests to the appropriate Section Manager.
4. When requested, provide updates on outstanding work following discussion with the appropriate Section Manager.
5. Progress External Service Agent allocated work, update the Asset Management System, and escalate delays and any other issues to the section manager.
6. Receive and process telephone requests for maintenance, utility work, complaints, general requests and enquiries.
7. Deal with request from staff, visitors, clinical and non-clinical staff, customers and contractors enquiries via the front desk. Ensuring visitors sign in and out and are provided with visitors ID badges in line with hospital security procedures.
8. Ensure reception area is kept clean and tidy with all deliveries, parts, medical equipment, etc. stored in the appropriate area.
9. Distribute in-coming mail, ensure outgoing mail is correctly addressed and delivered to mail room.
10. Scan documents, mail management and general filing
11. Deal with all internal and external contact, requests or enquiries in an efficient and professional manner.

**Administration / Other**1. Arrange collection of Waste Electrical and Electronic Equipment.
2. Ensure Waste Electrical and Electronic Equipment is stored safely and highlight any issues or safety concerns to the Technical Manager.
3. Manage the redundant equipment area, and arrange the redundant equipment uplift for the Medical Equipment Management QEUH and RHC Campus.
4. Train other staff on stock management, ordering parts and reception duties.
5. Participate in meetings, short lived working groups, asset management system duties
6. Contribute to the formulation and introduction of local policies and protocols for procurement and reception duties.
7. Undertake professional development and training to ensure continued competence for the role. Including completion of mandatory training, e.g. annual fire safety.
8. Undertake any other reasonable duties relevant to the post as requested by Line Manager.
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| 7a. EQUIPMENT AND MACHINERY |
| TelephoneComputers Fax MachinePhotocopierPallet trolley / cagesPartsBatteries |
| **7b. SYSTEMS** |
| Computerised systems are used to maintain records associated with equipment (such as EQUIP) and for the control of purchasing parts and consumables (such as the PECOS stock ordering system).Staff use Microsoft Office products to produce memos, letters, spreadsheets, etc. and to import and export data for further analysis.The requirements of the Asset Management System operated by the Department. Standards are maintained through the use of standard operating procedures, document control, management of training and competency, parts and supplies control and accurate record keeping. Compliance to standards including*:* The Health and Safety at Work Act 1974, and Electricity at Work Regulations 1989*.*International Standards e.g. IEC 60601-1 MEDICAL ELECTRICAL EQUIPMENT – General Requirements for Safety. Medical Device Alerts produced by HFS, MHRA, etc. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Work is generated and delegated by the Technical Manager.
* The post holder works independently and will prioritise own workload with the ability to use initiative; advice available when required.
* The post holder is required to follow standard policies and procedures in line with the Asset Management System and to ensure statutory regulations are followed.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder makes routine decisions when logging medical equipment calls, and decides when to contact a section manager regarding an urgent repair.
* Use their own initiative, for example deciding when to escalate delayed orders, or to find alternative suppliers.
* Calls for service are taken unsupervised and entered on to the medical equipment management system.
* Exercise judgement when deciding how to prioritise their allocated tasks.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Sustaining concentration when ordering parts, booking in medical equipment while being frequently interrupted by phone calls or answering the door.
* Working to tight deadlines whilst maintaining high standards of work and assuring patient care.
* Provide solutions at short notice in emergency situations, sometimes requiring locating technical staff to aid service delivery.
* Assisting other technical staff when the department is under pressure by helping in their duties and keeping them informed of developments in the department, i.e. parts arriving from suppliers and equipment arriving back from repair.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will:* Work closely with the Section Manager, and through them, the Sector Technical Manager of Medical Equipment Management and all Clinical Technologists in the Department on a daily basis in aiding the provision of medical equipment management services;
* May compile reports for Section Manager or Sector Technical Manager
* Take part in internal audit of the operational policies as per the Asset Management System - this averages at 2 audits (external) per year and 8-12 (internal) audits per year.
* Maintain relationships with external manufacturers, suppliers and agents to facilitate a supply chain for the repair and maintenance of medical equipment.
* Communicate basic technical information to a wide range of NHS colleagues including medical and nursing staff, allied healthcare professional, supplies, porters and store staff.
* Communicate with clinical staff and external suppliers regarding ordering parts, and the progress of jobs.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL*** Some equipment / parcels can be heavy or awkward to lift or move, frequently resulting in periods of moderate physical effort. Occasionally heavy medical equipment, in excess of 100Kg, needs to be moved e.g. anaesthetic machines.
* Use of pallet trolleys and cages to move equipment or parts between stores and department.
* Keyboard skills are required of the post holder.
* Collection and delivery of medical equipment to and from clinical areas.

**MENTAL SKILLS*** Periods of concentration are required while logging service requests or ordering parts.
* Transcribing verbal requests into the call logging system.
* Several times during the day, staffs are subject to interruptions and telephone calls from colleagues, clinical staff, etc. that require immediate attention and disrupt other work.

**EMOTIONAL DEMANDS*** Staff may be exposed to distressed and critically ill patients when delivering equipment to clinical areas.

**ENVIRONMENTAL**Staff may occasionally be exposed to hazards, but by following departmental processes the risks are minimised or removed. The following is a list of examples:* Body fluids, e.g. contaminated medical equipment
* Hazardous materials, e.g. damaged batteries
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| QualificationsAn S/NVQ level 3 (SCQF Level 6) or a recognised equivalent academic or vocational qualification or equivalent experience.Knowledge and Training* Good organisation and communication skills
* Keyboard skills

Experience* Excellent customer service skills
* Experience in the use of Microsoft Office packages
* Experience that shows a willingness to learn
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |