JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | EBME Business Administration Manager |
| **Reports to**  | EBME Manager |
| **Band**  | Band 5 |
| **Department/Directorate**  | EBME Dept. / Facilities Management |
| **JOB PURPOSE**  |
| Contracts – The post holder will lead, direct and manage Internal and External medical device service contracts across the organisation. Providing co-ordination between service users and providers, ensuring adequate level of provision to ensure safety and correct operation of devices and using KPI reports to convey the status and cost of the contracts.Governance – supports the department’s governance processes acting as the contact person and managing the day to day responses for Field Safety Notices from Suppliers and agencies. To support and Trust Datix system for incidents and review/report as necessary for the department governance meetings, including FOI requests.Quality Assurance – To support the department manager in maintaining processes and procedures of the departments QA system, to include audits, non-conformities, meetings and reports.Medical Equipment Library staff management – To manage, direct and support the MEL staff to ensure smooth running of support tasks via excellent communication across all teams.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| 1. Liaising & negotiating with Suppliers and the Procurement Department to arrange new, replacement or revised service contracts.
2. Ensuring correct cover and level of maintenance support is best value, whilst managing performance and communication between customer and provider.
3. Ensuring service contract documentation is held in EBME and Procurement Department database systems and available for audits and reviews for service provision.
4. Support the governance processes across the department – Datix, Field Safety, Risk assessments, FOI etc. Completing documentation and updating systems and other governance teams across the Trust.
5. Providing management support for MEL staff, including periodic meetings and communication to ensure department provision of Library equipment across the site is maintained and adaptive to current requirements. Including Bed management for service and replacement processes.
6. Provide KPI’s for equipment under Contracted support and governance systems periodically to department manager and divisional management.
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| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public through verbal, written and electronic media. Of particular importance are working relationships with: **Internal to Trust:*** Service Manager
* Divisional management team
* Senior Clinical Technologist
* Medical Devices Technologists
* Medical Equipment Library (MEL) staff
* Medical staff, inc. Consultants, Doctors, Nursing Staff, AHP’s and OPD’s
* Administration Team
* Service users, non-clinical staff.

**External to Trust:*** Service Users – DPT, partner Trusts and Healthcare organisations.
* Equipment Manufacturers and Suppliers
* External Contractors
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| **ORGANISATIONAL CHART**  |
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| 1. Provide coordination of and participate in relevant internal and external working groups and provide contract advice, expertise and support where requested.

 1. Provide relevant and timely specialist advice and guidance on own portfolio of contract / function.

 1. Work with members of the Team to investigate the causes of any variance from target / plan and proactively contribute to the implementation of solutions.

 1. Communicate to individuals, often using specialised terminology, medical equipment information which will include policy changes, new policies, guidelines and regulations.

 1. Have regular meetings with company representatives to ensure external managed maintenance contracts are providing an effective and efficient service, maintaining confidentiality with business sensitive information.

 1. Communicate sometimes unwelcome information regarding clinical technical, policy and service delivery issues with staff, suppliers and outside agencies many of whom may have opposing views.
2. Communications will be conducted in the form of e-mail, telephone, attending meetings, one to one discussion, problem solving in complex situations and utilising a range of computerised software.

 1. Communicate with suppliers and all external bodies as necessary.
2. Communicate with any staff representatives as required, acting on own initiative and directing manpower resource as appropriate.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| 1. Any additional duties that may be required to maintain the service within the grade specified.
2. Analyse business performance information by working with providers of each contract to ensure that the Trust is receiving an effective service and that this is being effectively reviewed as per provider information requirement.
3. Liaise with appropriate key stakeholders to ensure effective contracts have been negotiated and agreed.
4. Provide KPI’s and reports to departmental and divisional management teams.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| Plan, prioritise and organise a range of activities including but not limited to:1. Ensure that all key contract products relating to the provider’s services are included within the contract, with appropriate clauses, during the annual planning round.

 1. Ensure that any key service, finance, quality, information requirements changes are actioned via a contract variation.

 1. Manage activities to deliver service objectives within the framework of corporate and departmental policies.
2. Plan and organise own diary and workload.
3. Manage workload and day to day activities of MEL staff, providing appraisal and HR support.
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| **PATIENT / CLIENT CARE; POLICY/SERVICE DEVELOPMENT**  |
| 1. Assist patients during incidental contact.
2. Working within a Medical Equipment Policy framework and implementing the policy on site within the site.

 1. Participate in departmental policy development at senior departmental meetings.
2. Contribute to EBME achieving/maintaining the ISO 9001 Quality Management system accreditation.
3. To assist in proposing changes and developing departmental policies and improvements to services with the EBME Manager.
4. Undertake project work as required.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| 1. Assist budget holder where appropriate with the financial aspects of contract management.
2. Determine the equipment care plans for individual items of equipment: who maintains it, how often, at what cost, etc…
3. Demonstrate an awareness of local and Trust-wide financial and budgetary guidelines.
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| **HUMAN RESOURCES**  |
| 1. Within the Trust-wide Team, participate in Human Resource matters including recruitment and selection; staff discipline, performance, well-being and career development.
2. To undertake return to work interviews, absence management monitoring and initial stages of grievance and discipline in line with the Trust’s *Attendance Management Policy and Procedure*.
3. Liaise closely with the EBME Manager when managing staff performance and capability, in line with the Trust’s *Managing Performance (Capability) Policy*. Carry out Preliminary Discussion (Stage 1) performance & capability meetings where necessary and ensure file notes are completed and kept on personal files.
4. Assist the EBME Manager in managing staff minor misconduct issues in line with the Trust’s *Disciplinary and Appeals Policy*. Carry out informal discussions where necessary and ensure file notes are completed.
5. To ensure that all MEL staff receive an Appraisal at least every 12 months.
6. Give on the job training to staff either within the team or on secondment to the team.
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| **INFORMATION RESOURCES**  |
| 1. Ensure timely and accurate information analysis and reporting to the management on agreed areas of work.
2. Manage, maintain and develop paper based and / or computer filing systems, utilising the EBME shared drive.
3. Ensure database records maintenance activity against all contracted medical devices is correct and stored in accordance with governance guidelines.

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| **RESEARCH AND DEVELOPMENT**  |
| 1. Oversee the formal periodic QA system auditing process & ensure actions are escalated appropriately in conjunction with EBME manager.
2. Participate in staff and customer satisfaction surveys or audits, as required.
3. Support the provision of audit training to appropriate members of the EBME team.
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| **FREEDOM TO ACT**  |
| 1. To manage own workload and provide day to day supervision and performance monitoring to members of the Administration team, including allocating and checking work and resolving staffing problems.
2. Responsible for ensuring staff under their remit comply with relevant legislation, Trust Policy and Procedures.
3. Use Contract knowledge and experience to ensure that the most cost-effective medical equipment maintenance solutions are adopted.
4. Manage and chair contract review meetings with providers, ensuring clear actions are reflected within minutes of meetings and have been delivered by the provider.
5. Assist EBME Manager to make decisions/judgements involving situations where expertise in a field is required considering, health and safety and conflicting demands.
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| **PHYSICAL / MENTAL / EMOTIONAL EFFORT / WORKING CONDITIONS** |
| 1. Sitting for long periods of time.
2. Frequent requirement for concentration. Predictable work pattern / shift.
3. A willingness to provide reasonable cover for colleagues.
4. Good communication skills across technical, clinical and management teams.
5. Able to concentrate for long spells working with advanced IT equipment / data and checking documentation.
6. Able to learn new skills and adapt to new processes and procedures.
7. Able to communicate technical and clinical information across various formats, i.e. e-mail, conference calls / *MS Teams*, telephone, etc….
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment.You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s *Disciplinary & Appeals Policy*) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.
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| **APPLICABLE TO MANAGERS ONLY**  |
| Leading the team effectively and supporting their wellbeing by:* Championing health and wellbeing.
* Encouraging and support staff engagement in delivery of the service.
* Encouraging staff to comment on development and delivery of the service.
* Ensuring during 1:1’s / supervision with employees you always check how they are.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | EBME Business & Governance Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Educated to degree level (National Level 5/6) or equivalent level of experience of working in similar role / area.
* Management qualification – any from - people/systems/projects.

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| **KNOWLEDGE/SKILLS*** Further education for Management / Procurement / Contract management.
* Specific training for QA, project management, Asset management, IT skills.
* Experience of QA and contract management.
* Excellent desktop office skills, i.e. *Microsoft Office.*
* Good organisational skills – planning, meeting management, project co-ordination.
* Works well with multi-disciplinary team.
* Good communication skills across technical and clinical and management teams.
* Able to communicate technical and clinical information across various formats, inc. e-mail, conference calls, phone, etc….
* Able to learn new skills and adapt to new processes and procedures.
* Able to concentrate for long spells working with IT.

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| **EXPERIENCE** * Experience in Asset management.
* Working within a Quality Management System.
* Experience of working within a contract management environment including monitoring of performance, by databases, and presenting information.
* Knowledge of administrative procedures, project management or information analysis.
* Ability to compile comprehensive draft reports, data and letters.
* Negotiating, networking and persuasive skills.
* Working within a governance system for Risk and Incident mitigation.
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| **PERSONAL ATTRIBUTES** * Fitness to undertake the duties of the post.
* Willingness to undertake any relevant training.
* Adaptable, flexible and reliable approach to departmental needs i.e. work and time.
* Courteous and professional attitude.
* Commitment to personal/ professional development.
* Ability to follow instructions.
* Ability to prioritise workloads and able to work under pressure.
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| **OTHER REQUIREMENTS** * Ability to work as part of a team.
* Demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.
* Ability to travel to other locations as required.
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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  | ✓ |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | ✓ |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
|  |  |  |  |  |
| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
|  |
| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | ✓ |
| Heavy manual handling (>10kg) | Y |  | ✓ |  |  |
| Driving | Y |  | ✓ |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | ✓ |  |  |
| Mental Effort  | Y |  |  |  | ✓ |
| Emotional Effort  | Y |  | ✓ |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | ✓ |  |  |

**COMPETENCY REQUIREMENTS**

To be completed for all new positions. Please tick which of these essential learning s is applicable to this role.

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

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| Safeguarding Children | Group 1 | 🞏 | Blood Transfusion | BDS18 collection | 🞏 | Consent Training | 🞏 |
|  | Group 2 | 🞏 |  | BDS 19 & 20 Preparing & Administering  | 🞏 | VTE Training | 🞏 |
|  | Group 3 | 🞏 |  | BDS 17 Receipting | 🞏 | Record management and the nhs code of practice | 🞏 |
|  | Group 4 | 🞏 |  | Obtaining a blood sample for transfusion | 🞏 | The importance of good clinical record keeping  | 🞏 |
|  |
|  | Group 5 | 🞏 |  | Annual Update | 🞏 | Antimicrobial Prudent Prescribing  | 🞏 |
|  | Group 6 | 🞏 |  |  |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | 🞏 | Safeguarding Adults Awareness  | Clinical Staff  | 🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8  | 🞏 | Non Clinical Staff  | 🞏 |  |  |
| Manual Handling – Two Year | 🗹 | Falls, slips, trips & falls  | Patients | 🞏 |  |  |
| Equality & Diversity – One-Off requirement | 🗹 |  | Staff/Others | 🞏 |  |  |
| Fire | Annual | 🗹 | Investigations of incidents, complaints and claims | 🞏 |  |  |
|  | Two Yearly | 🗹 | Conflict Resolution – 3 yearly | 🗹 |  |  |
| Infection Control/Hand Hygiene | Annual requirement | 🞏 | Waterlow  | 🞏 |  |  |
|  | One-Off requirement | 🞏 | PUCLAS  | 🞏 |  |  |
| Information Governance | 🗹 | Clinical Waste Management | Application principles for clinical staff  | 🞏 |  |
| Harassment & Bullying (Self Declaration – One off requirement) | 🗹 | Application principles for housekeeping  | 🞏 |  |  |
|  |  | Application principles for portering and waste  | 🞏 |  |  |

**APPENDIX 22**

**STRUCTURE CHANGE JUSTIFICATION FORM FOR NEW JOBS**

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| Division/Directorate & Specialty:  | Estates and Facilities, EBME |
| Line Manager's Name:  | David Frank |
| Approved structure: |  |
| Revision to structure being proposed: | Recruitment of an EBME Business Administration Manager |

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

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| How does this revised structure compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes: |
| Comparable to other service departments structure within the Division. |
| Explain why this structure change is required, and how this has come about: |
| To provide greater support within the department, especially from a contracts monitoring and MEDICS perspective. |
| Have any other options been considered? If so what? |
| Many of these operational tasks fall to the EBME Manager or Senior Technologists to support, which impacts on their ability to respond to more detailed, technical aspects of their roles which has a direct effect on efficiencies and potentially patient care. |
| Describe impact if this decision is not supported: |
| The EBME Manager and Senior Technologists will be utilising their valuable time to manage training, contractual and QA requirements, taking them away from more frontline, clinical support expectations. There is the possibility that they will not be able to spend as much time in the continuous development of future management policies, efficiencies, income opportunities and improvements to EBME’s internal and external contracts. |
| Any other information to support this application: |
| N/A |
| Manager’s Signature: | Print Name: | Date: |
|  |  |  |
| Divisional Director Signature: | Print Name: | Date: |
|  |  |  |
| Chief Operating Officer Signature: | Print Name: | Date: |
|  |  |  |