

## Job description

<b>Role title</b>	Radiology Service Delivery Manager
<b>Grade</b>	Management
<b>Reporting to</b>	Maintenance & Service Divisional General Manager
<b>Role duration</b>	Permanent 37.5 hours per week

### Purpose of the role

<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• Lead in radiology maintenance and service delivery, to our clients and also our Asterol site Service Manager's, be it in the full MES or the maintenance only environment (MMS).</li> <li>• Hold direct client relationship on MMS contracts.</li> <li>• Continue to develop future OEM partnership maintenance offering.</li> <li>• To assist in the deliver against the 5 year strategy for growth into maintenance services</li> <li>• To proactively work with New Business to train the sales team on the Maintenance services offered.</li> <li>• To contribute towards and deliver against the MMS 5 year plan</li> <li>• Provides Divisional General Manager with expert advice for New Business interface.</li> <li>• Works with on-site Service Managers to integrate any specific contractual obligations.</li> <li>• Works with ARD Manager to ensure smooth interface of on-site services and Response Desk.</li> <li>• Works with the ARD Manager to ensure smooth interface is maintained with the OEM call desks</li> <li>• Develop partnership contracts with OEMs, in conjunction with the General Manager.</li> <li>• Develop in-house service structure, in conjunction with the General Manager.</li> <li>• Support Divisional Manager with expert advice for costing maintenance variations.</li> <li>• Ensure existing profitability and service quality, are maintained.</li> </ul>

<b>Resources/decision making authority</b>
<ul style="list-style-type: none"> <li>• Proposing changes to the MMS / radiology maintenance strategy and agreeing with the General Manager for the strategy for new and existing accounts.</li> <li>• Line management responsibility for the delivery of Asterol's MMS/Radiology services to existing and future clients.</li> <li>• Advising Service Managers of maintenance options available from a commercial viewpoint</li> <li>• Performance setting, appraisal and remuneration recommendation for all MMS/radiology remote and on-site maintenance staff</li> </ul>

### Key accountabilities

- Key responsibility for all aspects of all radiology maintenance services, including the management of commercial aspects of the relationship with OEMs
- Ensure compliance by Asterol with contractual obligations
- Develop a successful team, as resource needs dictate.
- Accountability to General Manager for Profit & Loss on the relevant radiology contracts.
- Consistent with the above: maintaining cordial relations with clients and adhering to relevant partnering protocols.
- Recruiting, developing and supporting maintenance and relevant operational staff.
- A major contributor to the development of the Maintenance Strategy for Asterol.
- Co-ordination of reports and Management information for presentation to the Asterol Board
- At all times acting within the Vision and Values of Asterol.

### Performance indicators

- The delivery of all MVS/Radiology maintenance contractual obligations
- To deliver radiology maintenance within agreed budget limits as set by the Divisional GM.
- Creation of maintenance bible/ medical device policy for each live contract.
- Creation of MVS maintenance Risk Registers based upon sound commercial judgement
- Presentation of and timely communication of key risks and reports / summaries of commercial performance
- Communication with and advising the all stakeholders of any changes to the MVS/Radiology maintenance strategy.
- Developing and agreeing with Asterol's clients / other subcontractors commercially attractive resolutions in appropriate scenarios
- To lead the relationships with the radiology OEM's
- To grow the radiology/ MVS maintenance business in line with the agreed 5 year plan
- Compliance with Asterol's Values

## Capability profile

Qualifications	Essential	Desirable
HNC engineering/physics or equivalent	Y	
Degree in engineering/physics or equivalent		Y
Chartered Engineer/Physicist or equivalent		Y
Registered Clinical Scientist or equivalent		Y
If not Clinical Scientist, must be Registered Clinical Technologist or eligible for registration		Y

Skills	Essential	Desirable
Excellent Leadership and management skills	Y	
Self motivated and team player	Y	
Well organised and having an eye for detail	Y	
Excellent verbal, presentation and communication	Y	
Good commercial negotiation skills	Y	
Microsoft Office including Word, Outlook, Powerpoint & Excel, to advanced level	Y	
Ability to multitask	Y	
Engage at all levels and be both high level and detailed	Y	

Experience	Essential	Desirable
Experience of Managing Equipment Services in an operational capacity		Y
Minimum 5 years experience of managing radiology equipment	Y	
Experience of selling maintenance services		Y
Experience of managing an OEM service team		Y
Experience working with NHS	Y	
Experience of negotiating maintenance contracts	Y	
Experience of OEM service as a service manager		Y
Demonstrable experience of service delivery in any capacity		Y
Comprehensive understanding of MHRA DB2006(05)		Y
Comprehensive knowledge of Radiology modalities	Y	

Languages	Essential	Desirable
Fluent in English	Y	

### Mobility requirements

<b>Role location</b>	National/ Head office in Reading
<b>UK travel</b>	Some typically 1-2 days / week
<b>International travel</b>	Occasional/rare

### Other

CRB disclosure	Yes	No
CRB disclosure required?		Y

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