

JOB DESCRIPTION

Name:

Job Title: Medical Engineer

Reports to: Regional Manager

Introduction:

Medical Physics International provides medical engineering services for hospitals and clinics both in the UK, Ireland and overseas, principally supplying multi vendor biomedical engineering (EBME) services. Offices are based in Bolton, Swindon, Cambridge and Dublin to allow us to support national contracts within Private Sector, NHS / HSE Hospitals and OEM's to whom we are contracted to provide service. MPI is committed to maintain the safe and efficient operation of equipment, and to support research and new developments.

Job Purpose:

To take responsibility for tasks allocated within the broad range of work (both routine and specialised) and ensure competence to the required standard and to work within agreed timescales. To work at all times to a high standard of engineering competence, without supervision.

Medical Physics International Ltd has a commitment to work in locations throughout the UK and overseas. From time to time you may be required to work at these locations for short periods normally no longer than one month.

Key Result Areas

1 Operations

Ensure the activity undertaken ultimately contributes to external and internal customer satisfaction:

- 1.1 Respond to service requests, emergencies as required.
- 1.2 **Installation:** To receive and inspect specified items of medical equipment, to investigate them critically and ensure their proper functioning.
- 1.3 **Planning:** Assist the regional Manager in planning PPM's and call outs / breakdown response. Working with other members of the team to provide an effective and efficient service to the customer.
- 1.4 **Safety Checks:** To carry out safety checks on equipment, in accordance with the relevant codes.
- 1.5 **Calibration:** To calibrate equipment as appropriate.

- 1.6 **Maintenance:** To carry out planned preventative maintenance and servicing of equipment to the required standard.
- 1.7 **Repair:** To analyse fault reports, diagnose complex equipment faults and carry out repairs at component level where appropriate. This may involve the use of advance skills and expertise to repair unfamiliar equipment.
- 1.8 **Training:** To maintain an up-to-date knowledge of medical technology and to attend training courses as necessary.
- 1.9 **Liaison:** To liase effectively and professionally with medical, nursing, laboratory and technical staff regarding the use and operation of equipment at hospitals contracted with MPI.
- 1.10 **Requisitions:** To requisition replacement parts as appropriate, promptly and efficiently.
- 1.11 **Work Sheets:** Ensure that these are completed and handed in within 1 month of the job completion. They should contain all the necessary information to enable the correct billing of the work carried out – order numbers, spares used, service aids, hours worked, travel time etc.
- 1.12 **Documentation:** To complete all necessary service and repair documentation, fully and legibly.
- 1.13 **Emergency Duties:** Participate when required, in an on-call and emergency service.
- 1.14 **Equipment Selection:** Contribute to the work of MPI in the selection of new equipment for its clients and to assess new equipment against specifications by conducting trials and inspections. Ensure that all equipment selected/ recommended is appropriate and suitable in every respect.
- 1.15 **Teaching:** Participate in the training and education of medical, nursing and technical staff as required in a professional manner.
- 1.16 Be aware of and be involved with as required.
 - marketing
 - on-site surveys and evaluation
 - preparation of financial estimates
- 1.17 Identify training required for unfamiliar equipment.
- 1.18 Ensure customer satisfaction by the effective completion of all contractual commitments and with the Regional Manager investigate any customer problem or complaints as required.
- 1.19 Undertake other additional duties as directed by time to time by senior management.

2 Teamwork

- 2.1 Be an active member of the team ensuring that support and co-operation is given to other members to assist in the achievement of company objectives.
- 2.2 Work proactively with colleagues at all offices to give a professional and speedy service to customers.
- 2.3 Help Co-ordinate activities with other departments/colleagues to ensure the smooth running of the business and excellent customer service.
- 2.4 Participate in the creation of a stable and cohesive team within the company and assist all staff to maximise their contribution to the business.
- 2.5 Be adaptable and flexible in respect of work undertaken as the needs of the business dictate.

3 Communication

- 3.1 Communicate with all customers/contacts in an effective and professional manner. Ensure all communications whether verbal or written are clear, concise and accurate.
- 3.2 Ensure all communications are appropriate to the situation and instil trust and confidence in the customer or external agency.
- 3.3 Project a professional image at all times and act as a good ambassador for the Company.
- 3.4 Ensure that internal documentation is completed in such a way that it may be easily interpreted by other colleagues.
- 3.5 Establish and maintain relationships with external providers/agencies to facilitate the provision of an effective and efficient service to the customer.

4 Quality Management

- 4.1 Assist in the development of the company's policies, procedures and documentation to ensure the company maintains and develops its quality standards and practice.
- 4.2 Ensure all work is carried out to the company standards at all times.
- 4.3 When required assist and perform ISO and UKAS Quality audits as required by MPI's quality manager.
- 4.4 Ensure all letters or other documentation is of a high standard and promotes the image of the company.

- 4.5 To achieve and maintain professional standards across all aspects of the role in respect of work undertaken, timescales adhered to and dealings with people at all levels in the business in a manner appropriate to their needs.

5 Health and Safety

- 5.1 To be aware of the importance of Health and Safety issues and to be an effective role model in this area.
- 5.2 To comply with the companies health and safety regulations, company policies and procedures at all times.
- 5.3 Take time to read and understand the companies Health Safety and Welfare Policy.

Job Knowledge

Degree level, Higher TEC or equivalent
Substantial relevant technical experience
Knowledge of all major equipment used by clients
Knowledge and understanding of the current health and safety legislation
Knowledge of the legal aspects of the job
Company information/procedures/policies etc
Knowledge of Quality system
Internal documentation
Awareness of IT software in use

Job Skills/Competencies

Analytical Thinking: ability to interpret information by logically breaking down problems into their essential elements, carrying out a diagnosis and developing solutions

Interpersonal Skills:

- ability to communicate verbally in a clear and effective way
- ability to communicate clearly in writing e.g. documents, letters etc
- ability to demonstrate different communication strategies to suit particular circumstances and individuals' abilities/understanding
- ability to communicate effectively at all levels of the business
- ability to empathise with the client to better understand their needs/concerns
- actively anticipate and respond to the feelings, needs and concerns of others

Initiative: engaging in proactive behaviour, seizing opportunities, originating action, which goes beyond simply responding to the obvious needs of the situation or the direct requests of others.

Results Orientation: focusing attention on key objectives; wanting effective outcomes

Efficiency Orientation: developing and applying resources, methods, systems and procedures in the most effective way.

Adaptability/Flexibility: ability to be able to perform a variety of tasks as the need arises

Administration Skills: ability to plan and organise work effectively and efficiently

Time Management: ability to plan time effectively, prioritise workload and work to deadlines

Ability to work under pressure and handle interruptions whilst maintaining effectiveness

IT skills: the ability to use effectively the software necessary for the post

Development Orientation: identifying and seeking opportunities to improve own capabilities and that of others.

Time to reach effective performance: 6 – 9 months

This job description describes the key result areas of the post but is not exhaustive. The job description is subject to review and amendment in line with the needs of the business.

Signature.....
(Employee)

Signature
(Service Director)

Reviewed:

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