



JOB DESCRIPTION

Role Information:

Role Title	Senior Clinical Applications Specialist
Department	Service & Education Department
Reports to	Senior Business Manager - Service

Cardiac Services Profile

For over 50 years, Cardiac Services has supplied innovative healthcare technology and services to the Hospital and Pre-Hospital marketplace, throughout Ireland & the UK. We work with leading global and local manufacturers to offer cutting edge technology to help our customers to achieve positive outcomes with their patients. Our team of Sales, Engineering, Education, IT, Logistics and Support staff are focused on partnering with our customers across Ireland and the UK, supplying, supporting and developing healthcare equipment and software solutions to meet the dynamic needs of today's healthcare market.

Purpose of Role:

The ideal candidate will lead a team of Clinical Applications Specialists (CAS), ensuring all commissioning, configuration, training and support tasks are completed to the required standards, providing exceptional customer service and acting as an internal resource for colleagues and suppliers.

Principal Duties and Responsibilities:

- Maintain efficient and smooth department operations by assisting team members with information and tools required to perform their job.
- Monitor activity levels and assign tasks appropriately among team members.
- Support team members with questions; effectively resolve problems/concerns that arise, assist team members in setting goals, objectives and establishing project assignments.
- Carry out Performance Management planning process with all team members.
- Identify and drive business opportunities within the T & E Department and the organization.
- Create and maintain a high quality, motivating work environment for the team.
- Coordinate service delivery with other departments.
- Manage introduction of new products to the portfolio, assisting team members & colleagues to upskill in conjunction with manufacturer partners.
- Participating and Development of our Clinical Education Programme
- Supporting our Sales Teams with expert clinical input
- To provide customers advice on products and ensuring product configurations are appropriate for their clinical placements.
- Identify and drive continuous improvement initiatives aimed at delivering customer service excellence.

Role Requirements:

- **Strategic Influencing**

The ability to build relationships with customers, suppliers and key decision makers within Cardiac Services. The ability to understand the current and emerging needs of our customer and ensure the T & E Team is delivering solutions which address those needs. The Senior CAS will hold a customer facing role with input to the strategic direction of the Service Division and the company.

- **Training & Education Division Strategy**

This includes an awareness of current trends and a thorough understanding of the Healthcare Market, the HSE and the clinical environment as well as a thorough understanding of where the Training & Education Department fits within the overall Cardiac Services strategy. The Senior CAS in consultation with the Service Management team will help set the business priorities and make daily operational decisions, ensuring business and divisional objectives are realized. The successful candidate will contribute to the continuous improvement cycle within the Service Division and will have a particular responsibility for promoting good clinical governance across Cardiac Services activities.

- **Driving for Results**

This includes implementing a performance management structure for the Department which ensures the daily activity of the Teams are focused on business & divisional objectives. The Senior CAS must ensure the team is meeting customer needs and requirements at all times. Driving for results will require the ability to hold people to account for what they have agreed to deliver.

- **Internal/External Relationship Management**

External: Understand customer requirements and foster a culture of excellence, customer focus and quality in the delivery of customer service so as to ensure high levels of customer satisfaction.

Internal: Effectively manage relationships with colleagues across the company in relation to service delivery and customer expectations to ensure that the operational business model supports the quality of service required.

- **Project Management**

The ability to plan, organise and manage short and long term projects so as to deliver customer focused results. This will involve the ability to build good relationships with stakeholders, set expectations, manage resources and communicate effectively with all parties.

Person Specification:

- Third level qualification in Nursing, Education & Training or related discipline.
- Commercially aware with demonstrated ability in supervision/team management.
- Excellent Communication skills, organized with excellent attention to detail.
- Customer focused with strong influencing and relationship management skills.
- Experience on a similar role would be an advantage but full training on our product portfolio will be provided.
- A full Clean Driver's license, the role will include travel throughout Ireland and on occasions the UK.
- Availability to travel abroad for initial manufacturer training, periodic updates may be delivered remotely or require additional European travel.

Cardiac Services is an equal opportunities employer.