



Gibb Walker
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Base: Penrith, Cumbria



Professional Qualifications

BSc in Business Administration
Advanced Technical Diploma in Medical Device Engineer
Diploma in Business Administration

Memberships

BSC Chartered Institute for IT

Professional Experience

I qualified as an Electro-biomedical Engineer in 1991. From 1991 until 1997 I worked in large regional healthcare facilities supporting and sustaining the operations of medical devices, decontamination and sterilisation systems, imaging diagnostic systems ophthalmic systems and dental systems. In 1998 I focused on specialising in nuclear camera imaging and radio isotope therapy. After working as an engineer for several years, in 2004 I transitioned into operations and project management. Working for third party healthcare providers, I developed skills in contract negotiation, contract management and target driven service delivery. In 2012 began work as a Facility Manager for a higher education college. My responsibilities included managing a team who were responsible for the facility maintenance, grounds maintenance catering and security for the main campus and student accommodation. In 2013 I returned to the healthcare industry where I served as a senior manager for a medical device manufacturer. I frequently travelled throughout the UK, Scotland and Europe to provide product support and service to healthcare, veterinary, and Bio-pharma customers.

Previous Employment

Apr 19 – Sep 19 Service Manager, Smith Witty International Consultants (Fixed-Term)

- Managed a team of three Electro-Biomedical Engineers (EBME)
- Provided initial and remedial training to employees and customers as required.
- Developed strategic plans and implements policies, ensuring efficient departmental operation
- Project managed the installation and commissioning of equipment and diagnostic imaging systems
- Despatched employees to resolve customer problems and ensured customers were satisfied with the provided level of service.
- Negotiated service contracts and monitored contractor service activities.
- Sourced supplies and from multiple national and international vendors.

Jan 18- Dec 18 Regional Service Manager, JBC Industrial Services (Fixed- Term)

- Planned and managed engineering resources to ensure support services are delivered to customers in line with cost, quality and time targets

- Managed a team of electrical/mechanical engineer, mechanical fitters and coded welders; setting objectives and manages performance
- Developed effective working relationships with customers, managing issues and problem solving to ensure service levels meet agreed standards
- Prepared quotations and estimates for services and projects to be delivered by the engineering team
- Ensured that the service department is compliant to the company's health and safety, quality and environmental procedures
- Managed site engineering services and identifies opportunities for improvement and development
- Supported the Managing Director in reviewing and developing strategy
- Engaged in business development for assigned region
- Managed the department's admin support to ensure that sales invoices are produced and issued in a timely manner
- Ensured cost effective purchasing of parts and equipment
- Held full accountability for the department's finances relating to profit and loss

Nov 16 – Nov 17 Global Service Manager, Genea Biomedx

- Managed a maintenance department for invitro-fertilisation products
- Held full responsibility for the development and control of department budget
- Managed a service team of field-based engineers. Provides initial and refresher technical training and technical support.
- Performed global customer site visits to review product performance and service level agreements
- Worked closely with Research and Development on new product designs and retrospective field based product upgrades and improvements
- Ensured all product data and literature is maintained within the corporate QMS
- Worked closely with the global sales team to overcome barriers to sales and ensure positive sale outcomes.
- Managed product recalls. Structures field corrective action plans and advises regional regulatory authorities of corrective action.

Nov 13 – Nov 16 UK Support Manager, Nova Biomedical

- Served as part of Nova Biomedical's Pre-sales Team. Provides technical support and product demonstrations on IVD products and Bio-Technology analysers.
- Assumed the role as General Manager when required to ensure the continuity of business services.
- Responsible for all after sales customer support including IT and technical support for all Nova products
- Project Managed all enterprise wide equipment, middleware and capital asset implementations through the co-ordination of activities and use of sound Prince II guidelines and principles.
- Assessed product performance and functionality. Submits design change recommendations based on customer feedback and field tests. Provides recommendations to marketing and sales based on product performance.
- Chaired contract review meetings with UK customers to ensure service meets agreed KPIs and SLAs
- Responsible for customer retention, contracts renewals and expansion of support services
- Managed a support team of ten employees including clinical applications specialists, field service engineers, customer support desk engineers and administrative support.
- Responsible for spare parts inventory and organisation asset management.
- Monitored and maintained a support database of customer contacts, technical activities, customer equipment inventory, preventive and corrective maintenance.
- Worked closely with European and US counterparts to define and implement necessary programmes and procedures to achieve company goals and objectives

Jul 13 – Nov 13 Estates Maintenance Team Manager, Royal Cornwall Hospital Trust, Truro, Cornwall (Temporary Contract)

- Responsible for the management of the three engineering supervisors and forty-three maintenance engineers
- Responsible for the development and implementation of the engineering planned preventative maintenance system, including continuous performance improvement
- Communicated with Divisional Managers, ward managers, heads of department and service managers on the status and progression of remedial works, maintenance and other associated Estates services of service problems.
- Responsible for the Management of Engineering Estates budgets and contracts, requisition materials, equipment, and vehicles for the engineering workforce.
- Certified invoices and receipts in accordance with estates practice; including day to day maintenance and designated capital.
- Responsible for the management of the Engineering departmental stock and stores systems
- Responsible for monitoring and ensuring the operation and maintenance of Estates services and buildings. Ensured building services installations comply with health and safety requirements. Liaises with all statutory bodies, local authorities and utilities.
- Responsible for the issue of Estates Policies and Procedures and regular reviews; contributes to the Estates Strategy in conjunction with other Estates Officers.
- Carried out and managed risk assessments/method statements to ensure continuity of critical services; taking into account resilience planning.
- Acted as 'responsible person' and or 'authorised person' for specialist duties, including legionella management, medical gas systems, asbestos control, electrical systems, sterilizer and washer disinfectant equipment for sterile services and biomedical services as directed by the Estates Site Manager/Senior Estates Manager
- Investigated Estates related incidents and implemented corrective action as required.
- Managed and prepared mandatory records for audit by both internal and external auditors

July 12 - July 13 Operations Manager, Sodexo Clinical Technology Management, Omaha, Nebraska (USA) (Temporary Contract)

- Responsible for the lifecycle of twenty-one thousand medical devices (including X-ray systems) at six hundred seventy-five bed medical facility.
- Managed an eighteen-member Biomedical Equipment Technician team. Performs semi-annual and annual performance reviews. Holds responsibility for interviewing and hiring new talent.
- Lead medical device incident investigations and works collaboratively with Risk Management to produce detail summary reports
- Responsible for monthly profit and loss (P&L) statements; revenue growth, and developing new business lines within the account.
- Produced monthly medical device preventive maintenance, corrective maintenance, environment of care and steering committee reports.
- Tracked medical device recalls; implement recommended/ mandatory upgrades and documents recalls/ product modifications

Aug 11- July 12 Estates/Facilities Manager, Coleg Harlech College, Harlech Wales

- Held responsibility for preventive and reactive building fabric maintenance across multiple locations.
- Managed a team of twelve employees including a maintenance, catering, domestic and security staff.
- Ensured Estates department construction projects comply with Construction Design and Management Regulations (CDM).
- Developed annual department budget. Controls and monitors expenditures.
- Created tenders for construction projects and remedial maintenance. Documents justification for awarding tenders, ensuring transparency in operation.
- Monitored contractor activities and ensures contractor work is properly documented on service reports.
- Managed land leases and negotiate building leases for student accommodations.

- Marketed and managed room bookings to maximize revenue.
- Performed DDA survey and implement changes to building access and amenities to comply with DDA guidelines.
- Health and Safety Officer: Managed organization health and safety program. Ensure compliance with Health and Safety Executive, COSHH and Electricity and Work guidelines.
- Performed incident/ accident investigations and reports serious incidents, near misses and accidents to the Health and Safety Executive under RIDDOR guidelines.
- Monitored and supervises contractors to ensure work practices comply with local and national health and safety guidelines.
- Performed employee performance reviews and performance manages employee deficiencies.
- Conducted space utilization surveys and adjust room booking schedules to maximize room usage.
- Conducted condition survey and develop an Estates Strategy to coincide with organization strategic objectives.

Current position

I joined A Chance for Life Ltd in February 2020 as the Operations Manager and I currently hold responsibility for:

- Office IT and telecommunication systems support
- Management of office administration team functions
- Management of organisation Health and Safety, (policies, procedures and reporting systems)
- Management of Facilities, grounds and infrastructure
- Management of organisations vehicle fleet
- Project Management for new construction/renovation projects
- Care Quality Commission administration and clinical team support
- Recruitment, management and supervision of staff.

Key Achievements

- Medical Equipment Management:
- New Account Operations Management
- Project Management
- Facility Management

Certifications:

- Prince2 Practitioner
- IOSH

Continued professional development for 3 years

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| 2018 | • Institute of Occupational Safety and Health (IOSH) |
| 2016 | • Prince2 Practitioner Project Management |
| 2015 | • Workplace Leadership Training: |