

## JOB TITLE UK NEQAS for H&I Manager Band 8b

### JOB OVERVIEW

Accountable for the operation and service delivery of UK NEQAS for histocompatibility and immunogenetics (H&I), managing and co-ordinating multiple external quality assessment (EQA) schemes to support optimal patient care, by monitoring the accuracy of patient sample testing, analysis and interpretative performance of national and international clinical laboratories. This requires highly specialised scientific and clinical knowledge across the breadth of H&I services, to ensure effective EQA scheme provision and provide advice and assistance to customer laboratories and external organisations. Alongside the UK NEQAS Director, the post holder will be the principal subject matter expert on H&I EQA in the UK.

#### Main Duties of the Job

- Responsible for the operational management, co-ordination and delivery of all UK NEQAS for H&I activities to ensure effective, efficient and safe delivery of high-quality services including the achievement of key performance targets.
- Apply highly specialist scientific knowledge and expertise in histocompatibility and immunogenetics to advise national and international laboratories participating in UK NEQAS for H&I schemes, including dealing with laboratory EQA performance issues.
- Provide scientific leadership and contribute to the strategic development of UK NEQAS for H&I schemes.
- Represent UK NEQAS for H&I at national and international groups and at wider EQA governance meetings in the UK.
- Lead and manage the UK NEQAS for H&I team to ensure compliance with all relevant local and national targets and standards, working within the appropriate governance, safety, quality, risk, and regulatory framework.
- Lead delivery of a co-ordinated programme of service user education which will involve webinars, conferences and the production of scientific papers and presentations at national and international scientific meetings.
- Part of the Transplantation Services Leadership Team.

#### Responsible to

<b>Reporting: Director for UK NEQAS for H&amp;I</b>	<b>Accountable: Director for UK NEQAS for H&amp;I</b>	<b>Professionally: Director for UK NEQAS for H&amp;I</b>
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**Main Responsibilities**

## **Leadership, Management and Professional Practise**

- Responsible for the leadership and line management of scientific and support staff, including recruitment, disciplinary and grievance procedures.
- Work autonomously and exercise high level decision making skills using own knowledge, skills and experience to interpret national and Trust policy and determine the best course of action for development and delivery of services and support the UK NEQAS for H&I Director in making key decisions for delivery of services.
- Represent as appropriate UK NEQAS's interests at Trust, National and International level including membership of appropriate Boards and Committees.
- Effectively interact with national and international professional bodies with which the EQA Service is associated to maintain compliance with appropriate codes of conduct, standards and ensure appropriate service delivery.
- Provide leadership and advice to a range of stakeholders on the provision of EQA in support of clinical laboratory services, as one of the nationally and internationally recognised experts in H&I EQA.
- Model a collaborative and influencing style of working, negotiating with others to promote effective performance management and achieve the best outcomes.
- Establish and maintain effective professional relationships across H&I Laboratories to contribute to and learn from professional service development programmes.
- Deputise for the UK NEQAS for H&I Director for relevant UK NEQAS meetings and business.
- Represent UK NEQAS for H&I as appropriate in an advisory and educational role at national and international meetings and to prepare expert scientific presentations and or data and reports for such meetings where appropriate.
- Promote a culture of collaborative and compassionate leadership, seeking a diversity of opinions and ideas to solve problems and inform current and future practice.
- Contribute to the wider leadership in the Transplantation Services Department at the Welsh Blood Service, through membership of the department senior leadership team and associated meetings.
- Maintain personal and professional development to meet the changing demands of the role and participate in appropriate training activities.
- Maintain a high personal standard of professional practice and behaviour to meet the required professional standards (e.g. HCPC) and encourage others within the team and under your supervision to do likewise.
- Ensure adequate provision of staff training and monitoring the effectiveness of this training through competencies which are regularly assessed and appropriate to the service.
- Ensure staff comply with all relevant Velindre NHS Trust & WBS policies, including Health and Safety Policies.
- Lead in the recruitment, selection and induction of new members of Staff.
- Perform annual appraisal of UK NEQAS for H&I Staff and make recommendations for development, promotion and further training.

## **Clinical & Scientific**

- Apply detailed, highly specialised and complex knowledge of H&I, integrating knowledge from clinical and scientific laboratory medicine to EQA scheme design to consider impact on clinical service provision and patients.
- Provide expert knowledge of the clinical application and interpretation of laboratory tests across the UK NEQAS for H&I repertoire and be able to advice on the correct use of these assays in a clinical context.

- Provide advice as required to national and international scientists and clinicians on the participation, management and scientific aspects of external quality assessment, including on aspects of assay performance, trouble-shooting evaluation and the impact of their EQA performance on their clinical service for patients.
- Maintain an awareness of clinical service developments and the current medical and scientific literature which could influence the requirements for developments in H&I services.
- Report the scientific activity of UK NEQAS for H&I to the Steering Committee and direct the scientific development of the UK NEQAS service with advice from the Steering Committee.
- Provide expert scientific advice and interpretation on quality assessment to Scheme participants, Steering Committee, the UK NEQAS Executive and Office, the National Quality Assurance Advisory Panels, European Federation for Immunogenetics and other relevant organisations and individuals.
- Produce relevant scientific papers and associated review articles / abstracts for publication in scientific journals / conferences to highlight findings and outcomes from data generated within EQA programmes.
- Convene forums and/or working groups to develop concepts, discuss emerging scientific information and changes in clinical practice, or establish best practice in H&I underpinned by the EQA Schemes.
- Contribute to and promote the use of national guidelines and international standards.
- Devise interpretative clinical scenarios or surveys, either standalone or in conjunction with the routine EQA service, which highlight different areas of clinical practice and interpretation of laboratory results.

## **Service Delivery**

- Responsible for the planning and supervision of the work within UK NEQAS for H&I, including scheduling of all aspects of Scheme operations, including:
  - EQA sample selection and any relevant pre-testing requirements
  - Acquisition and preparation of all materials for distribution and subsequent dispatch, in compliance with postal regulations for EQA products
  - Evaluation and monitoring of the stability and homogeneity testing of samples distributed in the EQA schemes products
  - Correct and timely assessment of participant EQA results and authorisation of individual laboratory EQA reports to participants
  - Writing commentaries on the findings of EQA distributions as required which may include elements of clinical interpretation
  - Creation and publication of the Participant Manual, and other content on the UK NEQAS for H&I website.
  - Obtaining adequate supplies of raw materials and reagents to maintain continuity of Service
  - Recording, monitoring and responding to UK NEQAS for H&I correspondence and enquiries.
  - Calculating laboratory charges for participants, liaising with finance team to produce invoices, and distribution of invoices to participants
  - Notification to laboratories with unsatisfactory scheme performance and review of participant laboratory corrective and preventative actions, providing advice to ensure the root cause of EQA performance issues has been determined, any risk to patient care has been considered and that appropriate corrective/preventative action has been taken.
- Ensure effective, efficient and safe delivery of high quality services within UK NEQAS for H&I, including the achievement of key performance targets

- Undertake performance surveillance and take action on participants with poor performance in accordance with the terms and conditions of the Quality Assurance in Pathology Committee, engaging with the National Quality Assurance Advisory Panels (NQAAP), poorly performing participants and manufacturers, MHRA and UKAS as appropriate.
- Provide advice on matters of participant unsatisfactory performance and to report the findings to relevant organisations when necessary, e.g. the National Quality Assurance Advisory Panel, Quality Assurance in Pathology Committee and Medicines and Healthcare products Regulatory Authority (MHRA).
- Responsibility for dealing and advising participant laboratories with scientific and analytical queries raised by recipients of the EQA schemes.
- Lead and manage the team to ensure UK NEQAS H&I attain all relevant local and national targets and standards, working within the appropriate governance, safety, quality, risk, and regulatory framework.
- Lead delivery of a co-ordinated programme of service user education which will involve webinars and the production of scientific papers, abstracts and presentations at national and international scientific meetings.
- Responsible for the implementation of policy, strategy and service developments for UK NEQAS for H&I.
- Responsible for creating, maintaining and reviewing Standard Operating Procedures and policies for UK NEQAS for H&I.
- Ensure maintenance of UK NEQAS for H&I as a part of the UK NEQAS Organisation and in compliance with the UK NEQAS Executive's Code of Practice.
- Lead service developments and policy reviews in areas impacted by key performance issues within UK NEQAS for H&I.
- Ensure that all complaints from service users are dealt with in a timely and through manner, and take appropriate preventative measures to mitigate recurrence.
- Respond to any adverse operational events and troubleshoot where required to resolve urgent service user or staff concerns.
- Responsible for setting customer care standards and their delivery.
- Contributes to the national and international "marketing" of UK NEQAS for H&I.
- Lead on procurement activities for UK NEQAS for H&I and undertake formal tenders in collaboration with Procurement representatives. Review and monitor UK NEQAS for H&I supplier performance.
- Write and review service level agreements for UK NEQAS for H&I.

## **Communication**

- Excellent communication skills are an essential underpinning requirement of the role, with sphere of engagement and influence extending internationally involving a wide range of organisations, including the NHS, professional bodies, educational institutions and other related parties across the UK, Europe and worldwide.
- Assimilate and communicate highly technical information involving a wide range of individuals and organisations verbally, and in writing for EQA service.
- Explain the scientific basis of EQA scheme functionality across all Schemes, to all users of the service and stakeholders in laboratory medicine quality.
- Present agreed and proposed changes to Schemes at UK NEQAS for H&I Steering Committee meetings and at the UK NEQAS for H&I Annual Participants' Meeting.
- Attends meetings, symposia, conferences in support of, and to represent the UK NEQAS for H&I operation.
- Prepares posters and publications for scientific meetings and peer-reviewed journals as agreed with the UK NEQAS for H&I Director.

- Invited lecturer at national / international scientific meetings, which involves the preparation and presentation of scientific and educational material, and production of peer reviewed publications/abstracts.
- Effectively communicate complex and sensitive and sometimes contentious information about the service to staff and users of EQA Service, e.g. unfavorable EQA results, occasionally resulting in challenging discussions.

## **Planning and Design**

- Contribute to strategic planning and the formulation of service plans for UK NEQAS for H&I incorporating opportunities for continuous improvement, innovation, collaborations and other potential areas. This will be informed by identifying future needs and technical and professional changes through networking with organisations across the UK, Europe and wider. This will include anticipating future needs to ensure the WBS meets its commitments on all service delivery, productivity and performance targets.
- Contribute to the development and delivery of the Welsh Blood Service 5 year strategy, along with associated integrated medium term plans and strategic delivery plans.
- Collate and use data to benchmark, manage performance and take operational decisions. The post holder will also use this data to agree and plan service change. This will involve the interpretation of complex data relating to EQA service performance, the proactive development of systems and project oversight to address any performance issues.
- Inform and support the UK NEQAS for H&I Director in development of new initiatives and challenge existing systems and processes, ensuring that progressive solutions, which take into account models of best practice and best use of resources, are incorporated into UK NEQAS for H&I service plans.
- Assist the UK NEQAS for H&I Director with strategic planning, determining the feasibility of new schemes by assessing current Schemes and planning future developments and Pilot Schemes.
- Evaluate the need for expansion of the EQA Service repertoire in the light of changes in market demand and to plan and develop new EQA Service where necessary.
- Formulate complex EQA Scheme designs that meet clinical specifications and quality system requirements, and which probe the characteristics of participating laboratory methodology.
- Establish sample procurement, distribution frequency, data processing and assessment criteria, report format and performance criteria for each Scheme.
- Ensure regular UK NEQAS for H&I workforce analyses are undertaken and regularly reviewed in order to determine optimum staffing to deliver present and future service.
- Organise and co-ordinates the arrangements for the UK NEQAS for H&I Annual Participants' Meeting, a UK scientific meeting for approx. 80 delegates.

## **Quality**

- Promote a culture and environment in which quality, risk management, continuous improvement and health and safety are embedded at all levels within the service to ensure the delivery of high quality, safe, patient centred services.
- Responsible for ensuring UK NEQAS for H&I services are delivered in line with all relevant quality standards, statutory and legal requirements, and provides an environment which ensures as far as reasonably practicable the health and safety and welfare of donors, patients, staff, visitors, contractors and all others affected by operational activities.
- Responsible for ensuring that all regulatory requirements and record keeping within area of responsibility are met.

- Ensure EQA compliance for UK and overseas participants by ensuring the Scheme meets national and international professional guidelines and standards, e.g. European Federation for Immunogenetics (EFI) Accreditation standards.
- Ensure UK NEQAS for H&I's adherence to all aspect of the UK NEQAS organisation's Code of Practice
- Ensure that there are robust systems in place allowing follow up action / learning from performance / governance issues in UK NEQAS for H&I, including trend analysis, identification of risks / improvements required.
- Ensure that UK NEQAS for H&I comply with Health and Safety legislation/regulations, and provides an environment which ensures as far as reasonably practicable the health and safety and welfare of donors, patients, staff, visitors, contractors and all others affected by operational activities.
- Responsible for implementing the quality management system, and through collaboration with the QA department, ensure it meets ISO 17043 standards.
- Participate in the operation of quality management and governance systems, e.g. risk reporting, change management and document review.
- Responsible for organising and managing the review and preparation of Standard Operation Procedures and policies and the NEQAS Quality Manual.
- Responsible for ensuring all changes are controlled through WBS change control procedures, assessing impact analysis and performing risk assessments as appropriate.
- Takes the lead role in the co-ordination, administration and documentation of UK NEQAS for H&I ISO17043 Accreditation, including the implementation of corrective actions.
- Facilitates internal and external audits and implements corrective and preventative actions.
- Proactively seek and utilise benchmarking data, and other internal/external resources to improve quality and safety.
- Responsibility for reporting on the functioning and effectiveness of the quality management system and for monitoring / reporting errors and adverse incidents
- Authority for maintaining the awareness of the needs of participants and customers, through formal surveys or comments and communication received. Monitor the requirements of the service's users and ensure they are considered in future improvement plans.
- Responsible for completion of quality metrics, and monthly reports to the Transplantation Services Department meetings.
- Responsible for production of the annual management review report.
- Responsible for investigating results and service complaints and incidents and ensure that effective immediate and follow up actions are taken and recorded.
- Monitor customer concerns, compliments and complaints and internal audit of operations and ensure that corrective and preventative action is undertaken to resolve problems and non-conformities.

## **Finance and Budget**

- Responsible for the management of UK NEQAS for H&I budget in line with agreed financial frameworks and Velindre NHS Trust (VUNHST) Standing Financial Instructions, including monthly and quarterly reviews, annual budget setting and periodic rebasing of these budget.
- Work in collaboration with the UK NEQAS for H&I Director and finance team to inform and deliver services in line with the budgets of UK NEQAS for H&I in accordance with the business planning process.
- Analyse financial data and report to the UK NEQAS for H&I Director and Finance Manager any cost pressures, and where appropriate, write business cases to support those pressures, having undertaken robust option appraisal.

- Forecast expenditure, to establish the expenditure budgets and set participation fees at appropriate levels to ensure adequate income to cover expenditure in conjunction with the WBS finance Department.
- Authorised signatory for payments within agreed remit limit, including Oracle approvals, staff time sheets and expenses.
- In conjunction with finance team, prepare and submit annual memorandum trading accounts and income and expenditure forecasts to the UK NEQAS Office and provides financial information to UK NEQAS Executive in support of participation charges.

## **Digital and Information**

- Responsible for ensuring that all UK NEQAS for H&I participation and performance details are treated in the strictest confidence and are accessible only to designated personnel, completing data protection impact assessments as required.
- Design, specify, develop and continuously improve highly specialised presentation systems so that participants' raw data are captured efficiently, collated, processed, analysed and evaluated, and reports are well-structured and easy for participants to extract the information they need to improve service delivery and patient care.
- Responsible for analysing participants' data in order to model new scoring strategies and advises on scoring modifications to the UK NEQAS for H&I Director and Steering Committee.
- Responsible for preparing detailed reports and statistics for monitoring and analysis of individual Schemes and participants' results and methodologies.
- Responsible for the specification, validation and implementation of EQA specific IT solutions for data entry and analysis from each EQA scheme, and ensuring the system remains up to date with changes to schemes.
- Provide a rapid response to EQA system problems on a timescale that is acceptable to Service requirements, documenting errors and system changes and working with external IT companies and Service providers in problem solving.
- Act as records manager for UK NEQAS for H&I, including responsibility for completion of Trust data protection impact assessments to comply with information governance requirements.

## **Research Development and Innovation**

- In own right, and in collaboration with UK NEQAS for H&I Director, initiate and supervise research and development appropriate to maintaining current best practice within UK NEQAS for H&I. This includes evaluating how latest technology, test equipment and techniques are best applied to improving the service and supporting/supervising staff in research based development to achieve this.
- Lead and collaborate in the evaluation of new and improved procedures and schemes for delivery of UK NEQAS for H&I
- Maintain a high level of awareness of scientific and clinical developments in the specialised field of the designated Scheme, so as to fine tune Scheme design to reflect new knowledge, changes in clinical opinion, policies and guidance, and changing analytical and clinical requirements.
- Introduce experimental exercises and surveys into Scheme design so as to derive new knowledge about the analytical characteristics of methods and how results are interpreted and used clinically.
- Plan, review and evaluate the research and development work within the department or in collaboration with others.

## **Qualifications and Knowledge**

## **Experience**



<ul style="list-style-type: none"> <li>• Educated to Masters degree level in H&amp;I, biological science or closely related subject (e.g. BSHI Diploma).</li> <li>• Registered as a Healthcare Scientist with the Health and Care Professions Council.</li> <li>• Part 1 examination of the Royal College of Pathologists in Histocompatibility and Immunogenetics.</li> <li>• Expert theoretical and practical knowledge across H&amp;I.</li> <li>• Knowledge and understanding of relevant legislation, regulations, national standards including ISO 17043, EFL.</li> <li>• Knowledge and understanding of delivery and governance of UK NEQAS external quality assessment schemes.</li> <li>• Evidence of Participation in Continual professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in an Histocompatibility and Immunogenetics laboratory.</li> <li>• Experience in leading and managing the work of others.</li> <li>• Experience of working in a regulated environment.</li> <li>• Management of budgets.</li> <li>• Scientific publications.</li> <li>• Delivering presentations to a scientific audience.</li> </ul>
Skills and Attributes	Other
<ul style="list-style-type: none"> <li>• Good time management skills with proven ability to prioritise conflicting demands, working to tight deadlines.</li> <li>• Successful change and project management skills.</li> <li>• Excellent organisation and interpersonal skills.</li> <li>• Tactful and diplomatic.</li> <li>• Ability to interpret &amp; ensure implementation of policies.</li> <li>• Excellent written and verbal communication, reporting and presentation skills.</li> <li>• Able to communicate highly complex technical and scientific information to a range of healthcare professionals and lay individuals.</li> <li>• Able to concentrate for prolonged periods of time.</li> <li>• Able to exercise expert judgement when dealing with complex scientific and technical issues.</li> <li>• Able to perform complex scientific analysis of data.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to travel and work away for business, with notice and when required.</li> </ul> <p><b>Desirable (but not essential):</b></p> <ul style="list-style-type: none"> <li>• Welsh Speaker (Level 1) or willingness to work towards.</li> <li>• Evidence of a recognised management/leadership qualification.</li> <li>• PhD.</li> <li>• FRCPath.</li> <li>• Experience of delivery of External Quality Assessment service.</li> <li>• Experience of contributing to strategic objectives, standards and policy development.</li> <li>• Experience of customer care and marketing.</li> <li>• Established professional networks.</li> </ul>