



Falkland Islands Government – Job Description

Job Title:	Quality Manager & Deputy Laboratory Manager		
Department:	Health & Social Services	Section:	Pathology
Reports to:	Laboratory Manager		
Grade:	Falkland Islands Government Grade – C		

Job Purpose

This role itself has a dual function. It will be responsible for the implementation of, adherence to and maintenance of the laboratory quality management system (Food, Water & Environmental section and Clinical Pathology section) which is essential for achieving and maintaining accreditation.

As a multi-skilled Biomedical Scientist, the post holder will also be responsible for the provision of a high quality clinical, diagnostic pathology service that meets appropriate standards, equivalent to (as far as reasonably practicable) ISO 15189 and ensures the provision of multi-disciplinary pathology on-call provision and food and water testing services.

Accreditation of the Laboratory for Food and water testing (ISO17025) is essential to Falkland Islands Fish and Meat export business and this role plays a key part in delivering this accreditation.

Job Facts & Figures

The laboratory has a staff establishment of three Biomedical Scientists, one Food Scientist and two laboratory Support staff. Professional support is provided by nominated clinical consultant pathologists from NHS Portsmouth, and by veterinary staff at the Department of Natural Resources.

Annual workload is in the region of 60,000 investigations per annum growing at a rate of 2-5% per annum. More specialised testing is sent to UK reference centres.

The postholder will also deputise for the Laboratory Manager as required.

Main Accountabilities:

As Quality Manager (c40% of role)

- Overall responsibility for ensuring the Laboratory attains and maintains the KEMH laboratory (Food, Water & Environmental and Clinical Pathology) quality management system (QMS) and all appropriate quality standards and accreditation without which the Laboratory will not achieve the necessary accreditation essential for the export of Fish and Meat from the Falkland Islands e.g. ISO17025.
- Responsible for ensuring methods, procedures and quality standards in the Laboratory are in line with all UK National or International Standards Organisation (ISO) guidelines and standards.



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Main Accountabilities: *(continued)*

- Establishment and continued maintenance of the department's accreditation status with United Kingdom Accreditation Service (UKAS.)
- Acting as laboratory liaison between the laboratory and UKAS, (and any other external accreditation organisations including Ministry of Defence (MoD) Blood Supply Team (BST) as necessary.
- In conjunction with the Laboratory Management Team, assist the Laboratory Manager with producing the following, as required by UKAS:
 - Setting Annual Quality Objectives
 - Programmed Audit Schedule
 - Annual Management review
 - Maintaining document control procedures
 - Ensure that laboratory management and staff meetings are scheduled and minuted
- In conjunction with the Laboratory Manager, ensure the laboratory complies with legal and Management Code requirements to provide a safe working environment and ensure all laboratory staff operate within the guidelines, policies and procedures determined by the department of Health and Social Services for working in the laboratory.
- Initiate further actions as required in the event of serious adverse incidents e.g. Serious Hazards of Transfusion (SHOT), Serious Adverse Blood Reactions and Events (SABRE) reports.
- Co-ordinate Quality Management issues between the laboratory, all users and the 'Competent Authority'.
- Meet regularly with the 'Competent Authority' to assess the 'Continuous Quality Improvement programme'.
- Anticipate, plan and correct problems without direct supervision/intervention and identify opportunities for service improvement and/or developments and innovate/initiate change in laboratory practice as required.
- Review, analyse, assess and report on laboratory performance in External Quality Assurance (EQA) and Internal Quality Control (IQC) schemes, by recording, monitoring and reporting on non-conformities, including external quality assurance issues and initiating improvement action as necessary.
- Responsible and accountable for all documents within the QMS – their generation, storage, distribution, editing, updates and controlled withdrawals, and training staff in the QMS system.
- Responsible for communications and information cascade on QM issues throughout the laboratory, through undertaking staff briefings etc.



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Main Accountabilities: (*continued*)

As Senior Biomedical Scientist (c50% of role)

- Fulfil role as multidisciplinary BMS in the receipt, registration, analysis, validation and reporting of clinical samples for laboratory analysis.
- Provide a high standard of professional expertise and lead and encourage the professional development of staff.
- Receive, assess and interpret a wide range of information and determine requirement for communication, action and response as appropriate. Communication may include complex scientific and technical information such as interpretation and significance of results and/or providing advice on how to investigate/resolve problems and to assess/advise on implications.
- Repair, maintenance, preparation, calibration and operation of multiple laboratory analytical equipment and systems, and maintain logs for training, competency, maintenance, calibration and quality controls for all equipment.
- Deputise for other department staff during sickness, leave and other periods of absence.
- Participate in the multidisciplinary out-of-hours on-call service.
- Maintain a CPD portfolio and HCPC registration.

As Deputy Laboratory Manager (10% of role)

- Deputise for the Laboratory Manager and act as point of contact for all laboratory matters during periods of manager's absence.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.



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Additional Information:

Role of the Department

The Laboratory processes and analyses clinical samples in four main areas (Haematology, Clinical Chemistry, Blood Transfusion, Microbiology) in order to aid diagnosis and care of patients within Falkland Islands. The laboratory plays an important role as the sole provider for microbiological examination of food and water samples on behalf of the Competent Authority for private customers.

Organisational Position

Reports directly to the Laboratory Manager and has direct line management responsibility for one Medical Laboratory Assistant, one advanced practitioner and one science technician/BMS.

In addition the postholder will be subject to formal appraisal not less than annually.

Criminal Record Checks – This post is regarded as a sensitive post

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Quality Manager & Deputy Laboratory Manager		
Criteria	Essential	Desirable	Assessment Method
Qualifications:			
BSc in Biomedical Sciences or related subject	✓		A
Master's Degree (or evidence of sufficient post degree professional experience working at this level)	✓		A
Registered as a Member of the Health Care Professions Council (UK) - licence to practice	✓		A
Participation in post registration development training (CPD) and evidence of professional competency	✓		A/I
Management qualification e.g. DHSM/DMS and /or relevant management training		✓	A
Chartered Scientist		✓	A
Fellow of the Institute of the Biomedical Sciences (IBMS)		✓	A
Auditor Qualification		✓	A
Qualifications in quality or project management (e.g. IBMS certificate in QM, Lean Sigma Six or PRINCE2)		✓	A
Knowledge, Skills & Experience:			
Minimum of five years post registration experience of working as a qualified biomedical scientist, in a hospital laboratory	✓		A/I/R
At least 1 year's demonstrable supervisory and managerial experience	✓		A/I/R
An understanding and in-depth knowledge of quality management principles, quality management systems and the requirements of laboratory accreditation	✓		A/I
Experience of developing, implementing and managing formally recognised Quality Systems e.g. UKAS ISO15189	✓		A/I
Evidence of successful implementation of change management programmes	✓		A/I/R
Involvement in Quality Management (QM) and Quality Control (QC) and assurance systems and demonstrable experience of effective QM supervision and expert knowledge of QM and document control	✓		A/I/R



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Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience: (continued)			
Evidence of using technical experience and expertise to assess new and existing systems and processes to innovate and initiate change in laboratory practice and experience in critically assessing current ways of working and in reduction of 'Risk'	✓		A/I
Experience of conducting assessments that ensure safe and efficient working practice	✓		A/I
Previous experience of participation in audit process – ideally UKAS	✓		A/I
Advanced level of understanding of complex and intricate/complex analytical instruments that require maintenance, calibration, internal and external controls	✓		I
Experience of planning and project management	✓		A/I
Competent in the use of standard ITC software packages such as Word, Excel, Access etc	✓		A/I
Excellent practical laboratory skills and manual dexterity	✓		I/R
Excellent analytical and problem-solving skills	✓		A/I
Proven ability to work accurately and efficiently	✓		A/I/R
Excellent time management skills in order to work on several different projects at the same time and prioritise tasks to meet pressing deadlines while maintaining standards of service	✓		I/R
Flexibility and the ability to work with a range of equipment and techniques	✓		I
Clear ability to communicate effectively both in writing and orally	✓		I
Proven ability to work effectively autonomously or as part of a team	✓		I/R
Sound coaching and mentoring skills	✓		I
Demonstrable experience of leading a laboratory service to unconditional UKAS accreditation and/or compliance with BSQR 2005		✓	I/R
Experience of working in a multidisciplinary laboratory		✓	I



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Person Specification:	Quality Manager & Deputy Laboratory Manager		
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Knowledge, Skills and Experience: (continued)			
Previous experience of the Gael Q-Pulse document control management system or similar systems		✓	A/I
Previous experience of working with Laboratory information systems		✓	A/I
Personal Attributes:			
Patience	✓		R
Demonstrable leadership and negotiation skills	✓		I/R
A willingness to accept responsibility	✓		I/R
Use common sense and ability to deliver pragmatic solutions as required	✓		I/R

Method of assessment:

A - Application Form

I - Selection Interview

R - Reference