**Diagnostics Directorate**

**Department of Laboratory Medicine**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** | **TECHNICAL SERVICES MANAGER**  **BAND 8C** |
| **Department(s):** | **BIOCHEMISTRY, IMMUNOLOGY & NEUROIMMUNOLOGY SERVICE** **Clyde Sector, North Sector, South & Yorkhill Sector,**  |
| **2. JOB PURPOSE*** Responsible for the delivery, management and ongoing development of an effective clinical Biochemistry / Immunology/Neuroimmunology service.
* To plan long term strategy (for future years) that provides a Biochemistry / Immunology/Neuroimmunology service for the organisation and ensures that contingencies are in place that maintain the service and take account of uncertainty within the changing environment. The post holder would also be expected to play a leading role in effecting implementation of plans and strategies.
* In carrying out the duties of the post the post holder will work and consult with the Sector Lead Medical Consultant as necessary and keep him/her informed of relevant service issues.
* Responsible for the establishment and implementation of all service policies and procedures that are required to meet the standards for Clinical Pathology Accreditation and for development of the service.
* Professional Lead and line manager for Healthcare Scientists, managers and related staff for several departments - for example: Core Chemistry, Immunoassay, Electrophoresis, Paediatric Biochemistry and specialist Immunology/Neuroimmunology services This encompasses responsibility for recruitment, training, performance and professional development of staff.
* To oversee effective administration of all service related matters, including responsibility as budget holder for the department budgets.
* To implement NHS policies and directives and to interpret and apply relevant organisational, local and national guidelines and policies.
* To liaise with service users, other departments/services within the NHSGGC and commercial suppliers/agencies etc.
* To ensure implementation of relevant NHS policies and directives and to interpret and apply relevant organisational, local and national guidelines and policies.
 |
| **3. ORGANISATIONAL POSITION**Refer to appendix ACLINICAL SERVICES MANAGERTECHNICAL SERVICES MANAGER (This post)LABORATORY SECTOR MANAGERHEALTHCARE SCIENCE MANAGER X 2SENIOR BMSBMSBSW |

|  |
| --- |
| **4. SCOPE AND RANGE**The Diagnostic Clinical Biochemistry / Immunology/Neuroimmunology Service for Glasgow and Clyde is delivered from ten hospital sites: Glasgow Royal Infirmary, Gartnavel General Hospital, Western Infirmary, Stobhill Hospital Southern General Hospital, Victoria Infirmary, Royal Alexandria Hospital, Inverclyde Royal Infirmary and Vale of Leven Hospital* + The post holder will be a key participant and activist in the development of services.
	+ These laboratories provide a full and comprehensive Biochemistry / Immunology/Neuroimmunology service to the population of Glasgow & Clyde, hospital based users e.g. medical, nursing, estates, pharmacy and other department staff, users in Primary Care and General Practice; customers in the private sector, and to colleagues in university and other teaching establishments.
	+ In excess of 1.3 million samples per annum are processed in the laboratories across the ten sites which are staffed by medical staff, healthcare scientists, clinical support workers and administration staff. The laboratories are divided into sub divisions, each managed by a Technical Manager. The sub divisions are divided into sections that deal with different aspects of the Biochemistry / Immunology/Neuroimmunology service. The total budget for 2009/10 is £20.69 million.

Within this “scope and range” the post holder is responsible for the delivery of a high quality service and for making the best use of all resources including staff, equipment and consumables in an environment that is safe and conducive with best working practices. |
| **5. MAIN DUTIES/KEY RESULT AREAS**Service Planning and Organisation* Post holders must be able to develop complex operational and strategic plans for the department and directorate in addition to contributing to the development of NHSGGC business and activity plans. This will include not only contributing the development of plans to ensure service provision and meet financial targets but also plan and organise services/systems to continue to meet the requirement of Clinical Pathology Accreditation within the Clinical Biochemistry / Immunology/Neuroimmunology laboratory network.
* Take a leading role in the annual departmental review and in the formulation of strategic action plans designed to accommodate the changing requirements of users, the department and NHSGGC.
* Perform option appraisals/business planning and formulate, implement and review long-term service and business plans and strategies for the laboratory, including capital, revenue, staffing, organisational and resource requirements.
* The post holder is required to take a leading role in formulating long term strategic plans, which involve uncertainty. Examples of this include the following:
1. Planning, development and implementation of major and minor building projects with estates staff, external architects and contractors to ensure optimum service facility configuration and delivery.
2. Workforce planning to accommodate changes to staff working patterns in line with the NHSGGC laboratories Acute Services Review. This involves a high level of uncertainty due to the fact that actual staff requirements will depend on prior implementation of appropriate systems and facilities, including networked IT systems.
3. Equipment replacement – the post holder will be a key decision maker in the ongoing procurement process for all laboratory equipment including that covered under NHSGGC Managed Service Contract (MSC). The procurement process must be aligned with NHSGGC long term strategy, for example the present MSC was designed to provide commonality of equipment, processes and cost-effective operations throughout NHSGGC over a period of 7 years.
* The post-holder will be able to produce work of a high standard to frequently tight deadlines and must be able to prioritise, plan and organise their workload accordingly.
* Maintain appropriate personnel records, including annual leave, sick leave, training, performance management and incident reports.
* Oversee the collection and distribution of appropriate statistics relating to workload and staffing.
* Maintain an inventory of all equipment in the department.
* Ensure the satisfactory maintenance of buildings, equipment and other facilities.
* Ensure the regular monitoring of agreed action and business plans and to produce progress reports. Ensure the department achieves financial targets through appropriate management of resources.
* Be responsible for the deployment of all BMS, MLA and A/C staff within the sector/laboratory, including arrangements for working out with normal hours.
* Validate and authorise salary returns, emergency duty payments, overtime claims and claims for approved expenses for BMS, MLA and A/C staff.
* Monitor departmental expenditure against budget and recommend appropriate action. Contribute to the budget setting process in conjunction with Laboratory Medicine Management.
* Produce reports and analysis of departmental performance and facilities as required by the Directorate, Trust or other appropriate bodies.
* Participate in appropriate business and other relevant meetings to represent the departmental interest and to ensure awareness of NHS Scotland, NHSGGC, Divisional and Directorate, priorities and policies.

Policy and Service Development * The post holder has responsibility for understanding, promoting and ensuring compliance with appropriate policies and directives as set out by the Scottish Executive Health Department, NHSGGC, and the Diagnostics Directorate.
* These policies include but are not restricted to:
	+ Specific policy and service development for Clinical Biochemistry / Immunology/Neuroimmunology in collaboration with the Lead Clinician and departmental Management Executive group
	+ Policy and service development that impacts on the Laboratory Medicine as a whole and on all users of the Laboratory Medicine service e.g. other directorates within Acute Service Division and Primary Care service providers, in collaboration with the Clinical Director for Lab Medicine and the Diagnostic Directorate Board.
	+ Formulation, promotion and implementation of the departmental ‘Quality Management System’.
	+ Health/Safety, Data Protection, Patient Confidentiality, Equal Opportunities, Human Resources, Alcohol and Smoking & Finance
* Develop and implement service redesign initiatives by identifying best practice within Biochemistry / Immunology/Neuroimmunology, both locally and nationally.
* Review new and emerging diagnostic systems and equipment, in order to optimise the facilities available for service delivery.
* Oversee operational audit within the department and to encourage all grades of staff to participate.
* Contribute expert opinion to NHSGGC long-term planning and strategy groups.
* Maintain and sustain standards required for CPA accreditation, ensuring quality and operational documents and procedures are revised in line with changing CPA standard.
* Represents the department on NHSGGC advisory groups including strategic planning (staffing & service delivery), pan-Glasgow equipment implementation processes and policies & procedures e.g. Quality Control policy and Standard Operating procedures
* Plans systems and develops policy to ensure the efficient flow of specimens through the laboratory at all times and optimise utilisation of all available resources.

**Analysis and Judgement** The post-holder must be able to analyse and interpret the consequences of highly complex situations comprising several components where there is conflicting opinion and a range of options. In doing so the post holder must use both management and scientific skills to develop effective action plans to resolve particular issues or introduce change. Examples include the following:* As Technical Services Manager for the Clinical Biochemistry / Immunology/Neuroimmunology Service, the post holder is the laboratory network manager with overall responsibility for delivery of the clinical technical laboratory service, therefore is responsible for managing staff and resources and for taking decisions, making judgements and initiating action independently, to ensure a safe, efficient, effective, high quality service.
* Decisions and judgements are required constantly based on an analysis and evaluation of facts or circumstances, some of which can involve highly complex unique scenarios or situations. Examples include:
	+ making judgements in situations where there will be conflicts between staff resource, budget and service quality
	+ making decisions on how to continue to provide service in the event of major equipment, systems and utilities failure.
* Interprets policies, guidelines and standards etc. from related organisations e.g. those that come from the Health & Safety Executive, Advisory Committee on Dangerous Pathogens, Scottish Executive, European Directives, Clinical Pathology Accreditation (UK) Ltd. NHS Scotland. Advises the organisation of the impact of relevant policies etc. and develops and implements policies and procedures for the Clinical Biochemistry / Immunology/Neuroimmunology service to conform to the related organisation’s policies, guidelines and standards.
* Judgements are regularly made regarding quality issues, which require a broad spectrum of in depth knowledge.
* Perform option appraisals/business planning and to formulate future strategy (long term) for the service with the Clinical Lead and other senior staff. This requires the post holder to have interpreted and analysed highly complex service needs and requirements (e.g. users, staffing, resources, I.T, transportation, health and safety, policies, procedures, standards etc.) and to make judgements and plans based on expert knowledge.
* Highly competent in interpreting highly complex data in a variety of formats e.g. scientific papers/information, management reports, statistical data, financial trends and national policies.
* Responsible for staff recruitment and training, and ensuring the mix of staff continues to meet needs and requirements of the service.
* Advises on technical issues in the production of the yearly departmental review for all sites in the Biochemistry / Immunology/Neuroimmunology laboratory network.
* Has high input into the department’s Business Plan.
* Responsible for recommending and evaluating new diagnostic systems, with a view to possible implementation in own department.
* Responsible for budgeting, discipline, resource management, equipment procurement and maintenance.
 |
| Patient / Client care* As Technical Service Manager the post holder is responsible and accountable for the daily operational delivery of all Biochemistry / Immunology/Neuroimmunology services provided within NHSGGC hospitals, including the quality, timeliness and appropriateness of all test results.
* The post holder will provide Divisional Management with technical expertise in service planning issues, and all future service developments.
* Plan, develop and manage the Biochemistry / Immunology/Neuroimmunology service to achieve effective delivery of quality Biochemistry / Immunology/Neuroimmunology provision across NHSGGC hospitals.
* Oversee the day to day operational management issues of service including dealing with formal complaints or concerns from members of the public or service users.

Financial and Physical Resources* Budget holder for sector/laboratory / endowment and business funds.
* The post-holder (on behalf of Laboratory Medicine Management) is responsible for monitoring the departmental expenditure against their allocated budget and to recommend appropriate action, for example designing, implementing and monitoring business and cost reduction plans as required.
* Contributes to the budget setting process in conjunction with Laboratory Medicine Management.
* The post-holder will have responsibilities in setting, monitoring and controlling the financial performance of Clinical Biochemistry / Immunology/Neuroimmunology and the specification, selection and procurement of capital equipment and supplies.
* The post holder will validate and authorise salary returns, emergency duty payments, overtime claims and claims for approved expenses for BMS, MLA and A/C staff.
* Ensure the service achieves financial targets through the appropriate management of resources.
* Responsible for the consumable stock and equipment management within the department including inventories, budgeting, ordering, payment authorisation and equipment maintenance contracts.

Human Resources **(i) Management*** To function as ultimate Line Manager for all Technical Managers, BMS, MLA and A/C staff who work in the Sector.
* Responsible for managing sickness absence for BMS/MLA/A&C staff in Clinical Biochemistry / Immunology/Neuroimmunology and for achieving the sickness absence targets for the directorate
* Responsible for ensuring staff are aware of policy changes and follow policies.
* Be responsible for staff governance including recruitment and selection, appointment to promoted posts, salary administration, counselling, performance evaluation (annual appraisal and competence assessments), disciplinary and grievance issues, absence management and counselling in accordance with the established NHSGGC policies.
* To be responsible for the continuing professional development of all BMS, MLA and A/C staff in the department in accordance with local and national requirements and guidelines.
* Establish and maintain a safe and secure working environment for staff and visitors to the department.
* To organise annual leave, public holiday cover, weekend and out of hours rota and to compile sickness and duty sheets.

**(ii) Education*** The post-holder will be responsible for ensuring the effective practical training of BMS, MLA and A/C staff
* Facilitate the planning and processes required to ensure all staff continue their education and personal development in line with the needs of the service.
* Ensure all staff achieve their mandatory training obligations.
* Advise educational establishments on future course planning for Biomedical Scientists. E.g. BMS Employers Liaison Committee of Glasgow Caledonian University.
* The post-holder is required to continue with their personal development and education appropriate to the post and is required to participate in an annual joint review that includes consideration of: laboratory objectives and plans, job content and training and development needs and objectives
* To be responsible for the training and education of all NHSGGC Biochemistry / Immunology/Neuroimmunology BMS staff ensuring that the training & education complies with the requirements for registration with the Health Professional Council.

(iii) Leadership* To act as a lead for biomedical scientists and related staff,
* The post-holder will provide professional and managerial leadership for the department. This will include responsibility for recruitment, training and professional development and also managing service changes including development and implementation of new working practices, problem solving, and troubleshooting and ensuring staff motivation.
* The post-holder will ensure that Board policies and procedures are fully implemented.

Information Resources* To oversee the collection and distribution of appropriate statistics relating to workload and staffing.
* Develop and utilise spreadsheets and databases to produce reports and analysis of departmental performance and facilities as required by the Directorate, Board or other appropriate bodies.
* Use appropriate software to interrogate the Laboratory computer system to provide the information necessary to produce monthly invoices to external bodies.
* Is proficient in the use of the hospital and laboratory IT systems to access patient information and validate confidential reports.
* Is highly competent in the use of business systems, including word processing, statistical or data analysis packages and the CEDAR ordering system.
* The post-holder will be responsible for ensuring departmental IT systems and related information streams are developed and maintained.
* Ensure that department complies with the Trust policies on Data Protection, confidentiality, data storage and disposal.
* Proficient in the use of the Q-Pulse Quality Management System to create, review, modify and authorise laboratory documentation. The Q-Pulse Quality Management System is a series of integrated software applications designed to assist with the management of quality and compliance.

Research and DevelopmentCo-ordinate support for and implementation of R&D activities and audit activity within the department to comply with Clinical Pathology Accreditation standards.Support and initiate research and development into new methodologies and equipment as necessary to ensure continuing development of department.* To review new and emerging diagnostic systems and equipment, in order to optimise the facilities available for service delivery.
* Recommend and implement laboratory procedures and organisational changes as necessary in consultation with the Lead Clinician and other senior laboratory staff.
 |

|  |
| --- |
| **6. SYSTEMS AND EQUIPMENT*** To oversee and be responsible for the procurement of items of equipment in line with local, national and international guidelines and to be responsible for their maintenance and safe use. The post holder is a key decision maker in the selection and purchase of items of equipment.
* Uses Laboratory Information Systems, CEDAR and proprietary software (e.g. Microsoft Office, Q-Pulse, intranet and internet) to facilitate laboratory management functions such as - to compile reports based on information drawn from various systems (e.g. workload activity analysis).
* Ensures safe systems of work are in place throughout the service – including COSHH/risk assessments etc.
* Works with the Quality Manager and other senior members of laboratory staff to establish, implement and maintain the Quality Management System to ensure compliance with Clinical Pathology Accreditation (CPA) and MHRA standards.
 |
| **7. DECISIONS AND JUDGEMENTS/FREEDOM TO ACT*** As Technical Services Manager, the post holder has overall responsibility and accountability for delivery of the clinical technical service for the NHSGGC Biochemistry / Immunology/Neuroimmunology laboratory network. The post holder acts autonomously to ensure service requirements and demands are met.
* The post holder operates independently to meet departmental targets (service & financial) with full freedom to determine required actions for execution/achievement.
* The post holder will interpret policies, guidelines and standards from the NHS, Institute of Biomedical Sciences, Clinical Pathology Accreditation (UK) Ltd, the Health & Safety Executive, Advisory Committee on Dangerous Pathogens, Scottish Executive, European Directives, and other relevant professional and Statutory bodies. The post holder advises the organisation of the impact of relevant policies, and develops and implements policies and procedures for the Clinical Biochemistry / Immunology/Neuroimmunology service in line with governing policies/guidelines/standards, initiating changes to working practices as appropriate.
* As Technical Services Manager for a Sector Clinical Biochemistry / Immunology/Neuroimmunology laboratory network, the post holder is responsible for managing staff and resources and for taking decisions, making judgements and initiating action independently, to ensure a safe, efficient, effective, high quality service.

The post-holder will take a lead in ensuring the department complies with Clinical Governance standards ensuring that the appropriate structures are in place to report and investigate any incidents. The post holder will provide Directorate Management with technical expertise in service planning issues and all future service developments.* The post holder has responsibility for developing (in association with the Clinical Lead) the Business Plan for the department.
 |
| **8. COMMUNICATIONS AND RELATIONSHIPS**To ensure effective two-way systems of communication throughout and out with the Clinical Biochemistry / Immunology/Neuroimmunology service including Laboratory Medicine Management, Department and staff meetings i.e.* To present and discuss highly complex information to staff at informal daily meetings and formal meetings. This involves all grades of staff, Medical, Healthcare Scientists, Clinical Support Workers, Secretaries and the type of information that may be conveyed/discussed would include: current developments, changes to operational procedures or methodology, proposals for changes resulting from strategic reviews and how it would affect staff, health and safety issues, Agenda for Change, staff side/union issues, Clinical Pathology Accreditation, staff suggestions etc.
* The post-holder is required to lead and chair meetings such as: Technical Services, QC Meetings, Audit Meetings, Management Meetings, Health and Safety Meetings and Planning Group Meetings. This involves conveying and discussing highly complex information/issues that includes conflicting complicated information and opinion and requires the post holder to have a high level of interpersonal and communication skills.
* Prepare, present and receive information which can be of a challenging nature such as shaping the future services, changes in working practice e.g. policy changes which impact on staff terms and conditions and which may result in contention and hostility.
* To participate in Senior Staff, Biochemistry / Immunology/Neuroimmunology and Laboratory Medicine Management meetings to discuss issues that relate to or impact on the service.
* To participate in any Divisional meeting that is required and involves the clinical Biochemistry / Immunology/Neuroimmunology service e.g. Information Technology, Health and Safety, Specimen Transportation meetings. This may involve providing and exchanging highly complex scientific/ information which may conflict with the view of others who do not have a biochemistry or Immunology/Neuroimmunology background. The post holder will require persuasive and negotiation skills that should be used with tact and diplomacy.
* The post-holder will be required to communicate financial and operational information relating to the Clinical Biochemistry / Immunology/Neuroimmunology service to all staff grades within the department, senior managers within NHSGGC and others outside the organisation.
* The information may be highly complex, sensitive or potentially contentious e.g. current developments, departmental restructure, changes to operational procedures, changes to working patterns/hours as a result of the Acute Services Review. Therefore the post holder must have presentation, negotiation and motivational skills with the ability to communicate effectively, in a formal setting, to large groups using empathy and persuasive skills to defuse difficult situations, overcome hostility and barriers to acceptance to proposed changes.
* To meet, discuss and resolve issues with staff side representatives.

To liaise with service users, other departments/services within the NHSGGC Acute Service Division , and Primary Care and commercial suppliers/agencies etc. to ensure effective administration, operational management and delivery of the service. This would include:* Working with and advising service users to ensure they are getting a level of service that suits their needs.
* Liaising with Technical Services Managers from other laboratory disciplines, Assistant General Manager, Sector Lead Medical Consultant and Head of Service.
* Working with staff in departments such as Finance, Salaries/Pay, Estates and Personnel.
* Negotiating with suppliers, and working with colleagues from other laboratories in Scotland and Scottish Healthcare Supplies to ensure that costs are kept to a minimum.
* Communicating with and co-ordinating service engineers, contractors etc. from equipment or service suppliers.
* To analyse highly complex information and communicate this to people who do not have a microbiological background and may therefore have significant barriers to understanding. For example: explaining and discussing how a clinical Biochemistry / Immunology/Neuroimmunology service operates to NHSGGC planners, Divisional Finance or Planning departments or independent business consultants when formulating strategies for laboratory reviews and business plans or for service/laboratory changes or moves. This can be particularly complicated due to the conflict between the desire to reduce costs while maintaining the required level of service;
* negotiating service needs with independent operators (e.g. commercial hospital specimen transport service) regarding the clinical importance of aspects of the delivery service.

The post holder will require to have the following interpersonal/communication skills to deal with staffing and personnel issues, some of which are highly sensitive, conflicting and emotive:* Negotiation when discussing staffing issues with staff and staff side representatives e.g. changes to out of hours working arrangements.
* Tact and diplomacy when investigating incidents, dealing with harassment / grievance / disciplinary matters or imparting unwelcome news.
* Persuasion and motivation e.g. to facilitate change or to ask more from already hard working staff.
* Empathy and reassurance to staff who may have personal difficulties or problems that affect their work
 |
| **9. PHYSICAL DEMANDS OF THE JOB** There is a requirement for the post holder to maintain their physical skills to enable them to participate in weekend and public holiday working in the laboratory and also to provide support in the event of staff shortages. **Physical Skills*** Use of specialist equipment requiring fine adjustment, e.g. microscope, maintenance and adjustment of analysers and other equipment.
* Advanced keyboard skills are required, with a high degree of accuracy for patient data and financial information, to include Word processing, Excel, Access, PowerPoint, Intra and Internet usage.

 **Physical Demands*** Some manual handling is involved when carrying out scientific/technical work, moderate physical effort over several short periods e.g. small pieces of equipment less than 5kg,
* The post holder spends a substantial part of each day sitting in a restricted position at a V.D.U.

 **Mental Demands*** Work patterns are unpredictable and require multi-tasking and prioritisation of work. There are frequent (daily) interruptions that often have to be dealt with at the time, from phone calls, staff and technical queries, service issues etc.
* Pressure of service delivery and maintenance of standards even in the presence of possible adverse events including equipment or power failure.
* The post-holder must concentrate for long periods (majority of shift), for example, whilst analysing both management and financial data and preparing reports. There may be extremely short deadlines necessitating intense concentration.
* The post-holder must initiate and co-ordinate action in response to crises, emergencies and system failures requiring immediate changes in activity and intense concentration.
* Occasionally need to vigorously challenge technical or managerial opinions whilst maintaining conviction in own knowledge and opinions.
* Keeping up to date with ever changing analytical systems

 Emotional Demands* Deals with human resource issues including counselling, staff grievance and disciplinary matters.
* Deals with difficult staff management issues and circumstances.
* Is responsible for imparting unwelcome news to staff.
* Deals with incidents/errors and complaints from staff, patients and service users.
* Maintaining a professional attitude, including a degree of empathy towards staff and service users, when solving contentious issues.
* Motivating staff and maintaining a vision for the service while dealing with the day-to-day requirements of the service

 **Working Conditions** * Unavoidable exposure to and manual manipulation of open samples of specimens/ biological body fluids of known or potentially infective material when working in the laboratory.
* Controlled exposure to reagents, chemicals, solvents, during test analysis in the laboratory; many of which are potentially hazardous or carcinogenic.
* May occasionally be exposed to spills of hazardous chemicals; spills, leakage and breakage of specimen containers and that may contain highly infectious material. The post holder will be required to deal with any spillage/breakage immediately, ensuring appropriate measures and containment as per SOP.
 |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** * Managing major change (e.g. laboratory closures/mergers, movements of parts of the service, impact of various laboratory reviews) while still having to maintain service provision.
* Maintaining service provision under extremely difficult circumstances e.g. limited availability of qualified staff, equipment malfunction, mandatory documentation, etc.
* Managing managers – persuading and motivating managers with different backgrounds (e.g. following lab closure and merger or in laboratories on different sites), who have conflicting points of view on methodology or operational arrangements, to co-operate and agree. This is carried out at senior staff meetings, small groups or one to one and often involves analysing and exchanging highly complex information and negotiating on various beliefs and opinion (sometimes in emotive and antagonistic circumstances) to get an understanding of the way forward, acceptance and agreement.
* Meeting the demands of the users in a demand led service within resource limitations. Managing a limited budget in the face of ever-increasing service demands
* Ensuring continuous compliance with mandatory national standards.
* Accommodating activity increases and developing systems to minimise errors/incidents
* Motivating staff and during difficult or contentious circumstances, while dealing with the day-to-day requirements of the service.
* Managing own time and prioritising tasks both short term (daily) and long term, often with several ongoing major components.
* Achieving an integrated and efficient Biochemistry / Immunology/Neuroimmunology service throughout a period of constant strategic change across NHSGGC laboratories.
* Ability to multitask and to prioritise high level demands.
* .Developing new tests/technologies in the face of severe financial pressure.

. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* BSc Honours Degree that meets the requirements of the Health Professions Council (HPC).
* Appropriate State Registration with the Health Professions Council is mandatory.
* Healthcare Science Masters Degree/Fellowship plus further professional training, development and experience to doctorate or equivalent level - Chartered Scientist Status is expected. As well as gaining further specialist knowledge the post holder must hold a Management qualification such as the Diploma in Management Studies (2 years p.t.) or the Diploma in Medical Laboratory Management (2 years p.t.) or have equivalent management training.
* Evidence of continuing professional development to maintain biochemistry / Immunology/Neuroimmunology and management knowledge and awareness of scientific/technical developments within the service. The post holder must keep up to date by reading, attending courses, scientific seminars/conferences/training and management refresher courses
* At least 15 years experience as a Healthcare Scientist, 5 of which should be as Laboratory Manager or equivalent
* Extensive scientific/technical knowledge of and experience in Clinical Biochemistry / Immunology/Neuroimmunology.
* Provide quality leadership in the department with good planning and organisational skills.
* Demonstrate high level of competence in problem solving and prioritising workloads.
* Excellent interpersonal and communication skills.
* Trained in software packages (e.g. Microsoft Office) to manipulate information/data and produce reports etc.
* The post-holder must continue to develop and maintain advanced and specialised technical, scientific and professional skills to provide expertise in the following areas, to support the strategic aims of the organisation: staff supervision, budget management, service redesign, planning/strategic development, managing change and performance appraisal.
* Advanced IT skills including expertise in Microsoft Office suites, statistical analysis and internet use.
* To have the high level personnel skills required to act as Professional Lead for all biomedical scientists and related staff, including staff recruitment, staff supervision, change management and performance appraisal.
* Possess high level leadership and people management skills commensurate with level 4 of the Knowledge and Skills Framework dimension G6 (People Management).
* Able to meet deadlines and demonstrate high level of competence in problem solving and prioritising workloads.
* The post-holder is expected to have the knowledge and expertise to effectively manage the departmental/divisional budget to meet the organisation’s financial requirements.
* Maintain awareness of current scientific developments and healthcare strategy
 |
| **12. JOB DESCRIPTION AGREEMENT**A separate job description will need to be signed off by each jobholder to whom the job description applies. **Job Holder’s Signature:** **Head of Department Signature:** | **Date:****Date:** |