



JOB DESCRIPTION

Job Title:	Virology Service Manager (Molecular & Serology)
Location:	Central London, with some travel as required.
Reporting to:	Manual Blood Sciences Manager
Liases with:	Scientific staff, managerial staff, HSL Clinical Speciality Lead and support staff; Consultant Virologists and Microbiologists and other colleagues for benefit of patient care

Overall Job Purpose: To take scientific and technical leadership of all virology laboratory operations at HSL, including molecular & serological disciplines within the core laboratory at 1 Mabledon Place. To further develop and expand upon the services currently provided, using the available resources to ensure the service provided is efficient, effective, and commensurate with the requirements of users and in keeping with HSL agenda. To liaise with others at Senior Management/Director level around service issues and the development of strategy relevant to the whole service, including new test and technology development

In concert with the HSL clinical lead and molecular virology ops manager produce strategy and policy for the department and ensure compliance with all departmental, corporate & relevant statutory legislation, ensuring that staff recruitment, training H&S & quality management is maintained to the standards required by Sonic / HSL.

Main Duties:

To include, but not be restricted to, the following duties:

MANAGERIAL / KEY WORKING RELATIONSHIPS

To build working relationships with HSL virology staff across HSL, thereby ensuring efficient running of an integrated department.

To build relationships with the Halo Building managers on L1, L2 & L5 and their deputies. (and any subsequent locations of testing)

To work closely with the HSL clinical specialty lead for virology

To build relationships with consultant virologists from all organisations.

To work closely with HSL Rapid Response Lab managers in each hospital to ensure smooth workflow between Virology specimen reception areas and the Halo labs including attending local operational committee meetings and to build working relationships with all relevant HSL senior staff.

To work with HSL colleagues and stakeholders to ensure major change projects are planned and undertaken safely and successfully.

TECHNICAL

To ensure that all test procedures and reagent preparations are performed according to the current standard operating procedures (SOPs).

To regularly review all SOPs of the Department, and to continually monitor working practices to evaluate efficiency and effectiveness of the Department's services as part of the departmental management team.

To ensure that the Senior Management are aware of issues concerning service delivery including shortfall, service pressures and to propose remedial action.

To supervise technical validation of highly complex results from laboratory investigations as specified by the laboratory protocols, ensuring accuracy and precision.

To liaise / communicate with HSL consultant virologists & microbiologists as required

To assess, initiate and monitor appropriate corrective action when a situation may cause service delivery failure.

To provide scientific/technical leadership and expertise in assessing and initiating corrective action when quality control procedures indicate loss of performance with laboratory methods.

To ensure appropriate monitoring of all quality control systems including errors and incidents as part of the quality management within the department.

To provide emergency cover for manual / automated blood sciences and molecular virology investigations when required.

RESEARCH AND DEVELOPMENT

To initiate and participate in research and development in collaboration with HSL consultant virologists and HSL laboratory management.

To ensure evaluation of new methods and laboratory instruments is carried out appropriately and to implement changes to improve the department's diagnostic service in response to findings.

To provide scientific advice and guidance on the testing and development of new diagnostic procedures relevant to the work of the department.

To maintain a knowledge and thorough understanding of the laboratory's diagnostic procedures.

To maintain an up to date knowledge base of viral infections/virology.

To encourage staff to attend continuing professional development events and update courses so that a good knowledge of virology & general serology is maintained

DIAGNOSTIC

To ensure HSL virology diagnostic methodology remains current and fit for purpose. To maintain awareness of new methods and assays on the market.

To be familiar and competent with CL2 and CL3 laboratory working and be able to educate where necessary, other staff in procedures in these types of laboratory

To use interpretive skills to determine results, such as interpreting molecular diagnostic test results;

To interpret laboratory results and take appropriate action, such as ordering follow-up or confirmatory assays; authorising test results; or informing the medical team of significant results.
Administrative

To ensure compliance with good working practices required for the standards of United Kingdom Accreditation Service (UKAS), including Health and Safety.

To facilitate and ensure accurate document control by all virology staff.

To assess and sign off training records, in conjunction with the Training Officer.

To assess trainee staff prior to registration, in conjunction with the Training Officer, creating opportunities for them to generate evidence for their portfolios.

To monitor turnaround times for laboratory results using data to drive the improved performance of the laboratories

To organise and attend departmental managerial meetings for decision making and policy implementation. Have an effective means for communicating with staff and keep records of items discussed in communications and meetings.

SUPERVISORY

To oversee the work of all the sections of the virology laboratory in order to provide an efficient and timely diagnostic service.

To ensure that all members of staff are aware of the importance of their contribution to the function of the Department and promote involvement of all members of the Department and the fostering of a team spirit by holding regular laboratory meetings and involving staff in decision making processes, as appropriate.

To ensure provision of a training programme in conjunction with the Training Officer to enable individuals to achieve registration, and an appreciation of the broader implications of their work.

Encourages career and personal development of individuals by assessing needs and by implementation of agreed objectives and performance review procedures.

Ensure apparatus and instrumentation is properly maintained.

Acts as a point of contact for staff performance and competency issues, working with relevant managers.

GENERAL DUTIES

To become familiar with the day – to day organisation of the Laboratory as it affects your work. You should be aware of the functions of the members of staff in the Laboratory as they affect your work. To attend laboratory meetings as required.

To undertake such work as you are assigned in a careful and efficient way and in compliance with current quality standards, regulatory requirements and the HSL Quality Management System.

To communicate in a friendly, helpful and non-prejudicial manner in your dealings with staff, clients and / or customers as you will be regarded as a representative of your Laboratory as well as the Company, and you should behave accordingly. Matters regarding patients are confidential and must not be discussed except in the course of your duties. You will be expected to sign an undertaking to observe all patient and Company confidentiality.

To be aware of and abide by the rules and codes of the Laboratory, this includes all core HR policies such as absence reporting, requesting of annual leave, and is particularly important in the case of Health and Safety and Fire procedures (please see below).

To behave in a professional manner and co-operate with all other members of staff at all times.

You will be trained for the work you are expected to do. Do not attempt any work unless you have been signed off as competent to do so. These competencies must be maintained and reviewed. You should communicate any difficulties, problems, accidents or incidents affecting the department as soon as possible to a section leader/manager.

To adhere to and to positively promote the Sonic's and HSL's Core Values.

To maintain high standards of work within your Laboratory.

Other duties as assigned by the line manager.

ANNUAL JOINT REVIEW

Your performance will be continually assessed for competence, development and training needs and formally reviewed annually at a Training and Development Review. This will allow you to contribute to the corporate objectives of the department and HSL.

HEALTH AND SAFETY

To be familiar and competent with procedures for dealing with the safe handling of biological and chemical materials in a laboratory environment

To be familiar and competent with procedures to deal with biological and chemical spillages in a safe manner

To be familiar and competent with procedures for the safe use of equipment used in the laboratory environment

QUALITY STANDARDS

To uphold the Quality Management System by understanding and observing the quality policies and procedures

To understand and perform all work in accordance with the Standard Operating Procedures in order to ensure compliance with all local and national standards of work practice, e.g. ISO 15189, GxP as necessary.

To comply with HSL policies pertinent to Clinical Governance and Risk Management

To ensure quality control and assurance procedures are followed.

To identify opportunities to improve efficiency in own area

To assist in the establishment, maintenance and review of the quality management system

To ensure analytical accuracy and confidentiality of results observing rules laid down by the General Data Protection Regulations (GDPR).

To communicate any difficulties or problems to senior staff/Manager promptly

To participate in the agreed audit programme as required.

EDUCATION AND TRAINING

To provide support for less experienced colleagues as requested.

To review and agree personal development, educational and training needs with the department Training Officer and appropriate Line Manager.

To maintain own personal development portfolio and training records.

CONFIDENTIALITY AND DATA PROTECTION

You have a responsibility to comply with the GDPR 2018 and to maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all HSL policies and procedures and to work in accordance of the GDPR 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training

EQUALITY AND DIVERSITY

HSL values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep our policies and procedures under review to ensure that the job related needs of all staff working in HSL are recognised. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that HSL's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

STANDARDS OF DRESS

All staff are expected to abide by guidance on standards of dress.

Person Specification

Attributes	Requirements	E/D	Evidence
Qualifications	<p>Honours degree in the Biomedical Sciences or equivalent (first or second class)</p> <p>Registration as a Biomedical Scientist with the HCPC</p> <p>MSc in relevant subject or Special Exam/further qualifications in Virology</p> <p>FIBMS or FRSB Chartered Status Diploma</p> <p>Evidence of continuing professional development (CPD) activity</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Certificates</p> <p>Interview and references</p>
Experience	<p>Experience at a senior scientist/management level in Viral molecular & serological techniques.</p> <p>Extensive experience of clinical skills, multidisciplinary practice.</p> <p>A thorough understanding of, and an innovative approach to, all aspects of diagnostic virology including viral serology and molecular virology.</p> <p>Laboratory management experience at a senior level</p> <p>Experience of overseeing the verification/validation/introduction of novel viral serology and molecular virology assays</p> <p>Experience of troubleshooting virology assays and working with manufacturers to resolve issues</p> <p>Knowledge & experience of maintaining an accredited service</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview and references</p>

Skills and Abilities	<p>Commitment to improvement of knowledge and skills</p> <p>Excellent presentation skills</p> <p>Excellent organisational, communication and time management skills</p> <p>Excellent Level of computer literacy</p> <p>Excellent facilitation, teaching and assessment skills</p> <p>High level of self motivation</p> <p>Ability to exercise own initiative and judgement</p> <p>Excellent Team working, motivational, leadership and skills to work across disciplines and with a wide range of professional groups</p> <p>Excellent verbal & communication skills</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview and references</p>
Personal Qualities	<p>A desire to drive the development of the diagnostic service.</p> <p>Sound understanding of Health and Safety requirements and QM systems</p> <p>Excellent awareness of data protection and confidentiality issues</p>	<p>E</p> <p>E</p> <p>E</p>	<p>Interview and references</p>