Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Microbiology Quality Manager
Reports to	Operations Manager
Band	Band 7
Department/Directorate	Microbiology / Specialist Services

JOB PURPOSE

The Quality Manager is responsible for leading and maintaining the Microbiology Quality Management System (QMS), ensuring compliance with UKAS ISO 15189, NHS standards and regulatory requirements e.g. NHS IDPS Screening Programme and any other relevant guidance material.

The Quality Manager has delegated responsibility and authority that includes:

- Ensuring the processes needed for the Quality Management system as established, implemented and maintained
- Reports to the laboratory management, at the level at which decisions are made on laboratory policy, objectives, and resources, on performance of the QMS and any need for improvement
- Ensuring the promotion of awareness of users needs and requirements throughout the laboratory

The post holder will ensure that quality systems are established, implemented, and continuously improved to support delivery of a safe, effective, and high-quality diagnostic service, while meeting the needs of service users, UKAS and supporting clinical governance and risk management.

The Quality Manager will have the skills and ability to promote quality within all areas of the department using quality and process control which are central to effective Microbiology Services.

As a qualified, accountable and autonomous professional who acts in the best interests of our patients at all times the Quality Manager will be a good problem solver, communicator and team player, whilst taking personal responsibility for actions and decisions made. The post holder will be the specialist in quality management within the department. The post-holder will be responsible for increasing awareness, teaching and the development of staff, with regard to all quality management issues and will be expected to maintain an up-to-date and through knowledge in this field.

The Quality Manager will be expected to work unsupervised, organising their own workload and reporting on status of the quality management system to laboratory management as necessary. They will demonstrate strong leadership qualities that constantly reinforce the Trust values and beliefs.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Quality and Governance

- Lead the implementation and maintenance of the Quality Management System (QMS)
- Ensure compliance with ISO 15189 and UKAS accreditation standards
- Report QMS performance and improvement needs to laboratory management
- Chair quality meetings and contribute to departmental decision making
- Manage internal audits, external inspections, and non-conformance processes
- Ensure CAPA, complaints, and incidents (DATIX) are recorded, investigated, trended and closed
- Lead management review and quality reporting processes
- Monitor quality indicators and user feedback to drive improvement

Quality Improvement and Technical Oversight

- Oversee validation, verification, and implementation of new tests and equipment
- Ensure SOPs and quality documentation are developed, maintained, and compliant
- Lead trend analysis to identify risks and improvement opportunities
- Support quality improvement initiatives across the department
- Maintain awareness of national developments and implement changes as required

Training and Leadership

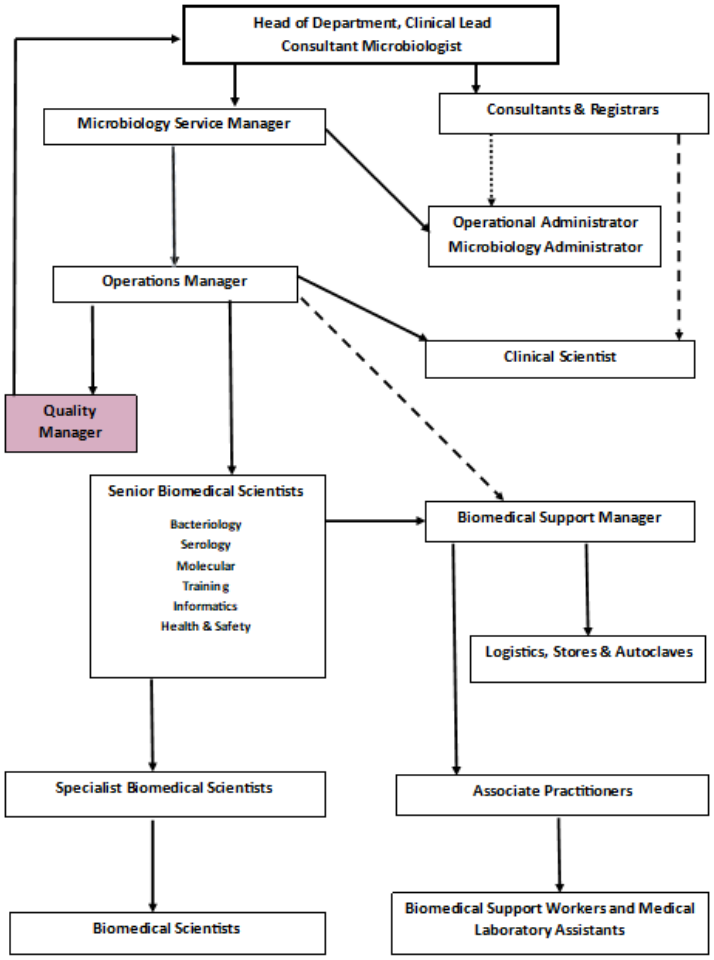
- Provide leadership in quality management across the department
- Train and educate staff in quality principles and systems
- Support competency assessment and staff development
- Promote a culture of continuous improvement, openness, and accountability

KEY WORKING RELATIONSHIPS

Post holder will liaise with colleagues within the Department and with users of the service both within and outside the Trust. Communications will be with the following grades of staff:

Internal to the Trust	External to the Trust
• Medical Staff • Management teams • Biomedical Scientists • Clerical Staff • Biomedical Support Workers/MLA's • Other Healthcare Professionals	• Other Healthcare Professionals • Supplier Personnel • External Quality Assurance schemes • UKAS

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works autonomously as the departmental lead for quality management being guided by occupational policies, procedures, codes of conduct and principles
- Applies national standards (UKAS ISO 15189) and supports their implementation locally
- Co-ordinates and monitors action plans following UKAS non-compliance
- Responsible for organising own workload and setting priorities
- Provides expert advice on QMS and quality compliance to staff, clinicians and managers
- Escalates risks, issues, or complex decisions to senior management as appropriate

COMMUNICATION / RELATIONSHIP SKILLS

- Communicates complex, sensitive, and technical information relating to quality, accreditation, and governance to laboratory staff, clinicians, and managers, requiring developed motivational and persuasive skills
- Provide specialist training and guidance on Quality accreditation requirements to staff at all levels, overcoming any barriers to understanding
- Liaises with external regulators (e.g. UKAS)
- Develops effective working relationships with multidisciplinary teams and external stakeholders
- Produces detailed reports for governance meetings, audits, and inspections
- Influence and support behavioural and cultural change

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyses complex quality data, audit findings, trends and incident reports requiring analysis, interpretation, and comparison of a range of options
- Uses judgements on how best to resolve UKAS non-compliances, and reviews suitability of evidence presented for submission to clear any potential findings
- Uses judgement to support root cause analysis (RCA), identification of risks and implementation of corrective and preventative actions
- Uses judgement to interpret procedures and apply regulatory requirements to local practice
- Makes decisions within defined procedures that impact quality and compliance
- Escalates complex issues and Quality requirements to senior staff
- Evaluates new technologies, processes, and service improvements
- Escalates quality risks that may impact patient safety, compliance, or service delivery

PLANNING/ORGANISATIONAL SKILLS

- Plan and coordinate complex activities requiring formulation and adjustment, including audit programmes, UKAS inspections, and reviews
- Organise own workload and prioritise competing demands
- Coordinates quality improvement initiatives within microbiology services
- Ensure timely completion of documentation, training, and quality actions

- Support departmental-wide quality planning

PATIENT/CLIENT CARE

- Provides specialist clinical technical services, by ensuring the delivery of a safe, effective, and high-quality laboratory service
- Ensure patient confidentiality and information governance compliance
- Reflects service user needs in quality monitoring processes
- Responds to service user feedback and complaints to support service improvement

POLICY/SERVICE DEVELOPMENT

- Develops, implements, and reviews quality-related policies, SOPs, and procedures
- Contribute to service improvement and innovation
- Ensures alignment with national standards and best practice
- Recommends changes to service delivery based on audit findings, incidents, and guidance

FINANCIAL/PHYSICAL RESOURCES

- Ensures laboratory services meet stringent safety, regulatory, and accreditation standards (UKAS ISO 15189), ensuring accurate, timely patient diagnosis
- Maintain the quality management system (QMS), manage risk, investigate incidents, drive continuous quality improvement, efficiencies and provide governance oversight of the service
- Supports procurement decisions related to quality compliance (e.g. validation requirements for implementation of new equipment)
- Uses resources efficiently within quality-related activities
- Responsible for ensuring equipment maintenance, calibration, and associated documentation to safeguard quality processes
- Maintain stock systems and safe use of consumables
- Report equipment or facility failures
- Contributes to cost-effective service delivery through quality improvement

HUMAN RESOURCES

- Provides advice, training, and support to staff on quality systems and compliance
- Participates in recruitment, induction, and appraisal processes
- Support staff competency and professional development
- Provides day-to-day supervision for staff involved in quality activities

INFORMATION RESOURCES

- Lead the use and ongoing development of QMS systems e.g. Q-Pulse
- Responsible for accurate recording, analysis, and reporting of quality data
- Maintains document control systems, ensuring all records are current and compliant

- Maintains user access, training, and compliance monitoring e.g. Q-pulse
- Produces specialist reports for audits, governance, and accreditation on a weekly basis (2-3 times per week)
- Ensure compliance with information governance policies

RESEARCH AND DEVELOPMENT

- Support evaluation, validation/verification and implementation of new methodologies
- Contribute to audit, innovation, and service improvement initiatives
- Participates in service-related research and development activities as required

PHYSICAL SKILLS

- Requires advanced keyboard and IT skills for data analysis and report writing requiring accuracy
- Requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed
- Occasional use of laboratory equipment for validation (testing of equipment) or audit purposes

PHYSICAL EFFORT

- Frequent requirement for sitting in a restricted position for a substantial proportion of the working time
- Frequent repetitive movements through prolonged use of VDU
- Occasional moderate effort through the movement of equipment and materials, standing and walking around the laboratory

MENTAL EFFORT

- Frequent, concentration required for data analysis, report writing, audits, and system management
- Manages multiple tasks and interruptions requiring prioritisation

EMOTIONAL EFFORT

Occasional exposure to distressing or emotional circumstances.

- Manages complaints and quality-related issues
- Deals with incidents, errors, and non-conformances
- Supports teams during regulatory inspections

WORKING CONDITIONS

- Works within Health and Safety at Work Act (1974) requirements to maintain a safe environment for self, colleagues and visitors
- Occasional exposure to laboratory hazards including biological samples and chemicals
- Use of PPE and adherence to safety procedures
- Frequent VDU use within a busy working environment

OTHER RESPONSIBILITIES

- Maintain professional standards and ethical practice
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling, Information Governance, Safeguarding and Health and Safety
- Comply with Trust policies, including infection control and health & safety
- Participate in appraisal, CPD, and mandatory training
- Promote equality, diversity, and sustainability
- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal
- You must also take responsibility for your workplace health and wellbeing:
    - When required, gain support from Occupational Health, Human Resources or other sources
    - Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health
    - Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you
    - Undertake a Display Screen Equipment assessment (DSE) if appropriate to role
    - Comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Microbiology Quality Manager

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Biomedical Science Degree (or other degree plus additional qualifications accredited by IBMS)	E	
State registration with HCPC	E	
Specialist knowledge in Microbiology across all areas, e.g. Bacteriology, Virology (serology & molecular) and Mycology	E	
Masters degree or equivalent relevant experience	E	
Further qualification in the field of quality management or a willingness to pursue this		D
Management or leadership qualification		D
KNOWLEDGE/SKILLS		
Ability to plan and organize own workload to achieve agreed objectives	E	
Leadership skills including excellent interpersonal and communication skills	E	
Evidence of excellent, up to date, theoretical knowledge of Microbiology	E	
Able to offer encouragement and support to others to foster both personal and professional development	E	
HR and Appraisal skills		D
Ability to evaluate and appraise new methods and technologies		D
Ability to role model compassionate caring and challenge any breaches in the standards set		D
Ability to think creatively and contribute to service improvement initiatives for benefit of the service users.		D
EXPERIENCE	E	
Proven laboratory experience as an HCPC-registered Biomedical Scientist in Microbiology	E	
A good understanding and working knowledge of ISO accreditation	E	
Experience in auditing against specific standards	E	
Detailed working knowledge of various IT packages	E	
Experience of problem solving to improve Quality	E	
Experience of working with Quality Management Systems E.g. Q-pulse		D
PERSONAL ATTRIBUTES		
• Decisive	E	
• Dexterity for detailed work	E	
• Flexible	E	
• Reliable	E	
• Team-worker	E	
• Ability to initiate and coordinate change to working practices	E	
• Able to work independently with minimal supervision	E	
• Good communication and telephone skills	E	
• Remain calm and professional in a busy environment	E	
OTHER REQUIREMENTS		
Enthusiasm for Science based work, participation in CPD and further studies	E	
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	
Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens / Proteinaceous Dusts	Y		O		
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		O		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		O		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		O		
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				F
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	Y	R			
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y				F
Emotional Effort	Y		O		
Working in isolation	Y		O		
Challenging behaviour	N				