

JOB DESCRIPTION

JOB DETAILS	
Job Title	Healthcare Science Associate Practitioner Reception Supervisor
Reports to	Section Lead for Research Development & Specialist Services
Band	4
Department/Directorate	Blood Sciences / Diagnostics

JOB PURPOSE
- To support the day-to-day operation of the Medical Laboratory Assistant (MLA) team - To assist in the analysis of pathology samples by preparation of pathological samples. - To take an active role in the materials management of the department, receipting, storing and stock controlling laboratory consumables. - To take an active role in the flow of specimens through the laboratory, providing guidance and assistance where required. - To assist in leading the MLA staff cohort in the coordination of trial work carried out by the laboratory alongside senior laboratory staff - General laboratory duties as required by the laboratory manager or designated deputy. - Working alongside senior laboratory staff to assist in the implementation and improvement of laboratory processes through the review, development, and distribution of Standard Operating Procedures and associated laboratory documents.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
Operational & Leadership Duties - Act as team Leader for the MLA staff group providing day to day supervision of the team. - Liaise with the Senior BMSs across the department to ensure workflow and analysis is aligned with the requirements of the clinical service. - Take an active role in the prioritisation of specimens through the pre-analytical and analytical process. - Act as first point of contact for customer service email enquiries, action and escalate as necessary. - Respond to requirements and feedback from service users and escalate to senior staff as required. - Support the section lead in organising all stages of the work pipeline for batch and live workflows, ensuring deadlines are met. - Ensure reception activities are carried out according to the requirements of the service user in a cost-effective way. - Take a lead role in creating & maintaining SOPs relevant to the MLA staff cohort. - Assist senior laboratory staff in the review and implementation of changes to clinical laboratory processes and procedures carried out by support staff. - Assist in the delivery of and any necessary training, competency assessment and proficiency testing for MLA, MTO & BMS tasks relating to MLA work. - To have individual responsibility to sort, examine request details and label pathological specimens for Departments of Clinical Chemistry and Haematology, ensuring traceability. - Liaise with GPs, Consultants and Nursing staff to resolve non-routine issues arising from sample collection, specimen reception and request processing.

- Recording, packaging and dispatching of samples to be analysed by external reference laboratories
- Preparation (centrifugation), serum aliquoting and distribution of pathological samples to appropriate laboratory areas.
- Weigh, measure and aliquot pathological specimens as required (e.g. 24 urines).
- Take receipt of samples from prioritised Oncology patients (Waiting Patients) and ensure they are processed rapidly by means of the urgent specimen procedure.
- Ensure all new members of staff receive training to the required level of competence in the procedures operating in the reception section.
- Ensure unrequested outstanding worklists are completed on a daily basis.
- Ensure an efficient and timely flow of work through the reception area.
- Carry out HOLD queue and enter SAS results.

Equipment & Technical Duties

- Provide a high-quality analytical service across all sections of the laboratory.
- Ensure safe and correct use, in compliance with operator manuals and departmental procedures.
- Ensure standard operating procedures are updated and amended to reflect working experience.
- Under the guidance of the section lead and senior laboratory team carry out development, innovation and service improvement work.
- Use of pipettes for the accurate volumetric re-constitution, dilution and aliquoting of samples and reagents for laboratory use.
- Carry out pipette checks to ensure accuracy of devices.
- Liaise with suppliers to ensure all urgent, routine and preventative maintenance is performed in a timely and efficient fashion whilst maintaining a full uninterrupted service.
- Stock Control
 - Ensure consumables are maintained at optimum levels, ensuring continuous service availability.
 - Ensure stock is used in the timeliest fashion minimising wastage.
 - Ensure scanner database remains up to date with current tests, requestors, locations and users.
- Provide first line troubleshooting for scanning system, liaising with supplier as required.

Quality Management Responsibilities:

- Ensure all standard operating procedures relevant to the MLA team are written, kept up to date and filed within the Q-Pulse quality management system.
- Take an active role in the maintenance of high-quality standards to ensure compliance with UKAS status.
- Assist the Laboratory Manager to maintain quality accurate and up to date management records on the Q-Pulse quality management system
- Ensure all COSHH record for the section are accurate and up to date.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Supporting MLA activities for Blood Sciences

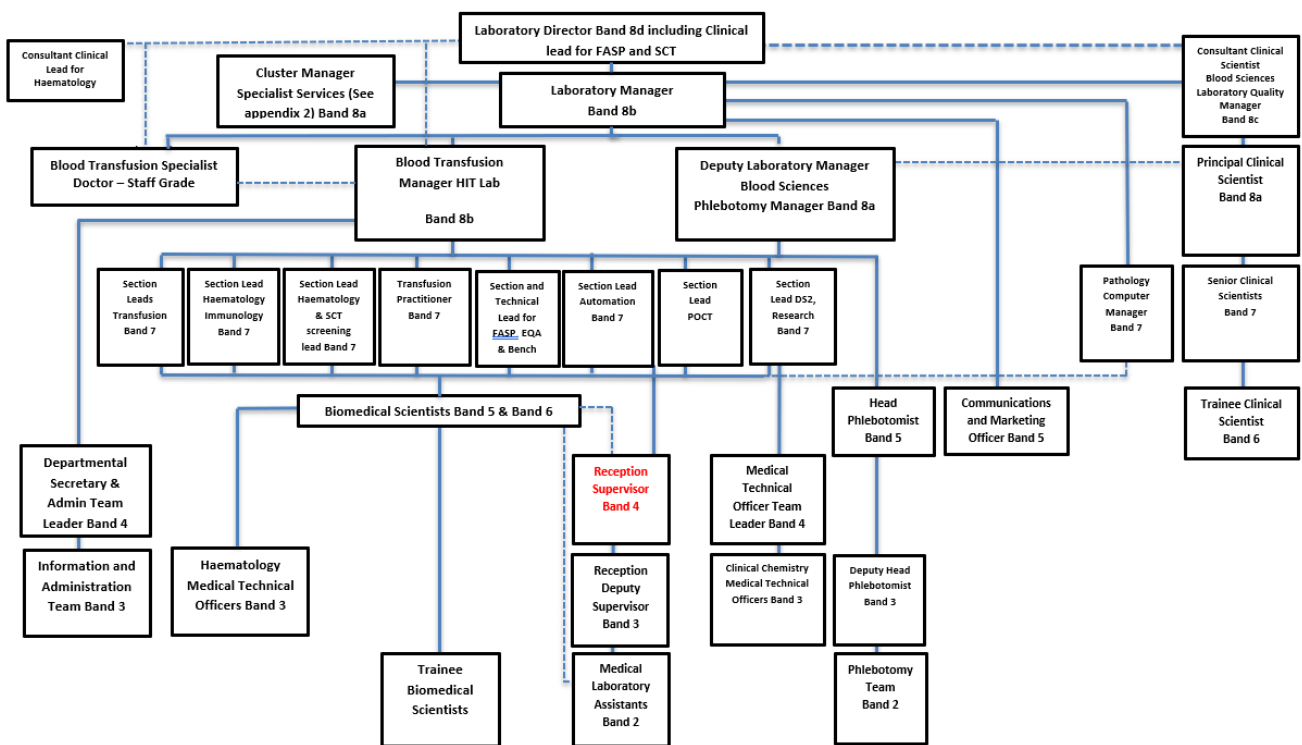
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• The Chemistry Section Lead.	•

- The laboratory manager and deputy lab manager for blood sciences.
- The laboratory director for blood sciences.
- All senior Biomedical Scientists for blood sciences
- Other NHS Trusts.
- GP surgeries.

ORGANISATIONAL CHART



FREEDOM TO ACT

Follows clear and documented procedures to conduct the day-to-day operations for the MLA cohort.

The post holder is guided by standard operating procedures (SOPs), good practice, established precedents.

Priorities and progress are discussed with their line manager and senior management at the monthly operational meeting.

The post holder will carry out delegated tasks, such as routine clinical tests and data recording, with support readily available. Judgement is limited to recognising deviations from expected results or situations that require escalation to a senior staff member.

COMMUNICATION/RELATIONSHIP SKILLS

Provides and receives routine information orally to inform work colleagues or external contacts/exchanges routine information where tact and persuasive skills are required, required to overcome barriers to understanding.

The post holder will require good written, verbal and electronic communication and will be required to communicate regularly with work colleagues and external contacts on a range of matters including communication of test results.

The post requires communication across staff groups within the department and with external groups including service users, commercial partners, digital partners, medical professional, researchers, patients and the general public on a daily basis.

Provide a first line telephone enquiry service including:

- Give results from Clinical Chemistry and Haematology analyses.
- Provide advice on appropriate specimen requirements and other queries.
- Telephone urgent or significantly abnormal results in a timely manner.
- Document advanced warning of urgent specimens
- Redirect other enquiries to the appropriate recipient.

The post holder is required to tailor their communication and level of complexity to the recipient's level of understanding.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements involving facts or situations, some requiring analysis/ range of facts or situations requiring analysis, comparison of options.

The post holder is required to make frequent judgements on sample reception and operational issues.

Examples include:

- Assessing and resolving specimen identification discrepancies, labelling errors and incomplete request information.
- Determining the priority of urgent and routine samples.
- Assessing specimen suitability and deciding when issues require escalation.
- Resolving enquiries from clinical areas, GP practices and laboratory staff regarding sample collection and processing requirements.

The post holder is also required to analyse and investigate less frequent issues, including sample-related incidents, missing specimens and workflow pressures, determining appropriate actions to maintain patient safety and service delivery.

PLANNING/ORGANISATIONAL SKILLS

Plans activity workload for self and/or others.

As well as planning straightforward day to day tasks for themselves and the team of support staff the role requires planning & organising on-going activities liaising with laboratory users to assist in the provision of appropriate laboratory services.

Examples include:

- Coordinating the daily workload of the reception team to ensure the timely receipt and processing of samples.
- Organising staff rotas, including weekends, bank holidays and late shifts, ensuring adequate service cover.
- Prioritising workloads and reallocating resources to respond to changing service demands and staffing levels.

- Liaising with laboratory departments and service users to support the efficient flow of specimens and information through the laboratory.

The post holder is required to plan and organise both routine and ongoing activities, adapting priorities to meet operational requirements and maintain service delivery.

PATIENT/CLIENT CARE

The post holder will provide clinical technical services for a range of service users including patients, researchers and the general public using complex analytical equipment.

To undertake non-routine analytical tests.

POLICY/SERVICE DEVELOPMENT

The post holder is expected to comment on and propose changes for their own work area.

They will work to defined policy, make changes in their own practice and will contribute to service improvement by suggesting changes and highlighting issues for discussion with senior colleagues.

FINANCIAL/PHYSICAL RESOURCES

The post holder will ensure safe use of complex technical equipment.

The post holder is expected to maintain stock and order consumables and reagents for their area of work.

The role requires the post holder to be responsible for the safe storage of samples to maintain the integrity of these samples.

HUMAN RESOURCES

The post holder has responsibility for day to day supervision of other support staff, including training, competency assessment, operational management.

Provide annual performance appraisals to all Medical Laboratory Assistants in accordance with Trust policy.

Assist in the selection process of new Medical Laboratory Assistant staff for the reception section.

INFORMATION RESOURCES

Records personally generated data.

The post holder is required to enter and update data, use computer software including inputting, formatting and modifying, storing and providing information to the appropriate level of detail for the service user.

RESEARCH AND DEVELOPMENT

The post holder undertakes surveys and audits as necessary to own work.

Undertakes clinical trials or equipment testing including the coordination of laboratory services for clinical trials. The role also requires participation in audit.

PHYSICAL SKILLS

This post requires highly developed physical skills.

Dexterity and hand-eye coordination are essential for the accuracy of laboratory tests.

The ability to work accurately and efficiently is very important.
PHYSICAL EFFORT
The role requires frequent light physical effort; frequent sitting and standing, occasional lifting and manoeuvring, as part of stock control processes.
MENTAL EFFORT
The role requires frequent periods of concentration to plan work, retrieve and process data, carry out sample preparation and analysis and experimental analysis.
EMOTIONAL EFFORT
This role involves rare exposure to distressing or emotional circumstances.
WORKING CONDITIONS
The post holder will frequently be exposed to potential biological hazards including bodily fluids and will be exposed to hazardous chemicals.
OTHER RESPONSIBILITIES
Take part in regular performance appraisal. Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling Contribute to and work within a safe working environment You are expected to 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 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.
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

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promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Educated to level NVQ3 or equivalent. Additional theoretical or applied training in specific discipline to diploma equivalent level.	E E	
KNOWLEDGE/SKILLS • Extensive knowledge of laboratory procedures. • Ability to troubleshoot laboratory sampling issues. • IT literacy and data handling experience. • Good knowledge of MS Office applications • Excellent keyboard skills • Excellent organisational skills	E E E E E E	
EXPERIENCE • Experience of leading a team.		D
PERSONAL ATTRIBUTES • Excellent interpersonal skills. • Ability to prioritise and work on own initiative. • Enthusiasm and willingness to learn. • Ability to adapt rapidly to conflicting work demands. • Good timekeeping • Ability to accommodate the physical aspects of the role. (In compliance with Manual Handling directives)	E E E E E E	
OTHER REQUIREMENTS • Ability to adapt to flexible working hours, including outside core hours and weekends, with prior notice.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				X
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		X		
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				X
Heavy manual handling (>10kg)	Y	X			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	N				