

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Laboratory Technical Manager
Reports to	Deputy Head of Department
Band	Band 7
Department/Directorate	Genomic Laboratory/Specialist Services

### JOB PURPOSE

Responsible for leading the technical areas of the service to support the provision of an effective and high quality Genetics laboratory service to patients, in accordance with National and professional standards.

Use analytical data to monitor services for their area of responsibility, actively seeking opportunities for process and cost improvements to ensure timely and efficient reporting of results.

Support the research activities within the department to improve the efficiency of existing diagnostic tests, identifying and implementing new technologies and processes to ensure the appropriate use of resources for the accurate and timely provision of highly complex genomic tests.

Responsible for the introduction, validation and maintenance of new technological developments and assays through collaboration with appropriate members of staff and other key stakeholders.

Support the development and delivery of specialist teaching, training and development of staff, students and healthcare professionals in the use of genomic testing.

The post holder will proactively make service improvement suggestions, find new ways of working and streamline pathways to increase throughput, reduce costs and result reporting times.

Take a proactive role in maintaining high quality standards to ensure maintenance of the laboratory UKAS accreditation status, including service improvements for their area of responsibility, in line with local, regional, and national genomics strategies.

Responsible for the appropriate, efficient and safe use of resources within their area of responsibility.

The post holder will exercise considerable autonomy for their work and that of the service.

### KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Manage a team of technical staff, including participation in recruitment, allocation and quality checking of work, performance issues, personal development, and training.

Responsible for the smooth running of the technical aspects of the genomics laboratory in order to ensure provision of cost effective services and accurate and timely results to users.

Support the development and implementation of specific projects with reference to service and strategic needs of the department. This includes overseeing the identification, introduction, validation and maintenance of new technological developments through collaboration with internal and external stakeholders, including company representatives and engineers.

Provide expert technical advice to multidisciplinary teams/service users.

Identify new ways of working, streamlining pathways to increase throughput, reducing costs, and reducing reporting times for patient genomic test results.

Oversee the maintenance, testing and troubleshooting of standard, sophisticated and robotic liquid handling equipment to manipulate small volumes of samples and reagents with a high degree of accuracy.

### KEY WORKING RELATIONSHIPS

Areas of Responsibility: Post holder will liaise with colleagues within the laboratory, in addition to users of the service, engineers and IT personnel both within and outside of the Trust, and external equipment, consumables and assay providers.

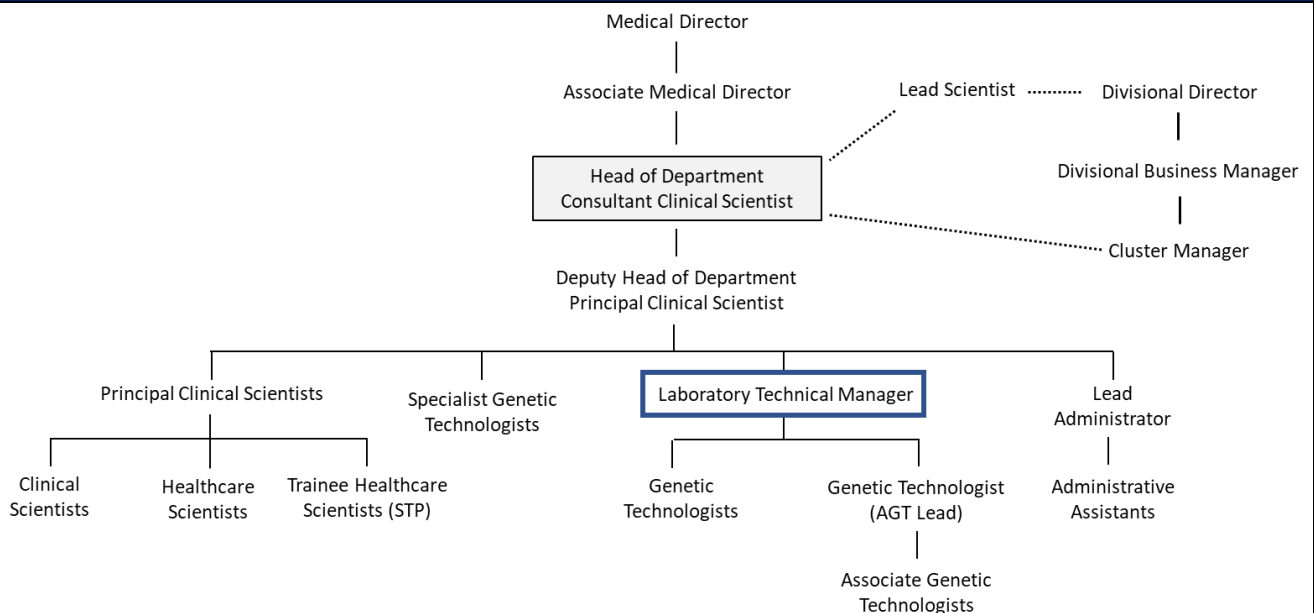
No. of Staff reporting to this role: Approximately 20

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
<ul style="list-style-type: none"> <li>• Clinical Scientists</li> <li>• Healthcare Scientists</li> <li>• Trainee Healthcare Scientists</li> <li>• Bioinformaticians</li> <li>• Genetic Technologists</li> <li>• Associate Genetic Technologists</li> <li>• Apprentices</li> <li>• Administrative Assistants</li> <li>• Medical Staff</li> <li>• Clerical staff</li> <li>• Other Healthcare professionals</li> <li>• Clinical research team members, Fellows and nurses</li> </ul>	<ul style="list-style-type: none"> <li>• Healthcare Professionals</li> <li>• (Senior) Genetic Technologists</li> <li>• Genomic laboratory Technical Managers/Leads</li> <li>• Visitors and work experience students</li> <li>• Postdoctoral research fellows, PhD students and other trainees or students</li> <li>• Academic staff</li> <li>• Company representatives</li> <li>• Suppliers</li> <li>• Engineers</li> </ul>

### ORGANISATIONAL CHART



## **FREEDOM TO ACT**

Exercise considerable autonomy for their work and that of the service, including freedom to act on their own initiative. Guided by principles and broad occupational policies/regulations, working within clearly defined protocols, procedures and codes of conduct.

Provide expert technical guidance and advice to scientific teams, researchers, and external stakeholders, to ensure continuous high quality genomics service delivery and patient care.

Oversee the management, supervision and training of technical staff including planning, allocation and quality checking of work.

Always work within clearly defined accountability framework.

## **COMMUNICATION/RELATIONSHIP SKILLS**

Maintain the highest level of patient confidentiality and comply with section 60 of the Health and Social Care Act.

Recognise and promote the importance of harmonious, collaborative, relationships and maintain an atmosphere conducive to this.

The post holder will frequently:

- Communicate specialist complex test and other technical information to a range of individuals from own and other disciplines, ensuring any barriers to understanding are appropriately addressed.
- Communicate with users to request and receive information necessary the accurate and timely reporting of results.
- Use tact and persuasive skills to motivate staff to support the delivery of the strategic objectives of the laboratory.
- Liaise with scientific staff regarding technical matters including appropriateness of tests, results and further tests required, ensuring appropriate use of resources.
- Be the point of contact for company representatives and appropriate Trust departments for the purposes of procurement, resourcing and control of consumables and equipment.
- Represent the technical team in senior leadership team meetings and other internal and external meetings as required.
- Communicate with relevant teams within the Trust (e.g. Human Resources, Recruitment, Occupational Health) on staff-related matters.
- Communicate with relevant teams within the Trust (e.g. Procurement, IT, Estates, Porters) on matters related to the technical functions of the laboratory.
- Communicate with users and other laboratories (as appropriate).
- Participate at a high level in internal and external learning activities (e.g. departmental training sessions, interdepartmental meetings and conferences).

## **ANALYTICAL/JUDGEMENTAL SKILLS**

Perform analysis of specialist complex genetic data and generation of clinical patient reports for genomic test results, maintaining accuracy and interpreting/recognising problems arising during testing and communicating these to appropriate staff.

Troubleshooting of an anomalous result, using specialist analytical judgement to determine cause and appropriate resolution.

Strive to maintain and improve accuracy, robustness and quality of methodology, automation, lab processes, data analysis and data management pipelines at all times.

Investigate and resolve complex equipment, process problems or quality issues, engaging with internal and external stakeholders where necessary.

Provide and supervise technical support for the laboratory.

Support a culture of continuous improvement, including opportunities to improve efficiencies and drive down costs, sharing knowledge across the department.

Exercise significant discretion and professional judgment in troubleshooting complex technical, and quality control issues, escalating only when necessary.

### **PLANNING/ORGANISATIONAL SKILLS**

Plan the workload and daily management of the Technologist team, including dealing with any adjustments to plans, based on service need.

Work in partnership with the scientific team leads and (Deputy) Head of Department to support the delivery of the strategic objectives of the laboratory, encouraging their team to buy into the laboratory's vision.

Apply an agile approach to project management, such as modification of timelines and approaches, to meet the strategic objectives of the laboratory.

Responsible for planning, managing and organising own workload and that of the technical team to meet priorities and ensure timely delivery of molecular genetic reports.

Take a proactive role in maintaining high quality standards to ensure maintenance of the laboratory UKAS accreditation status, ensuring that staff based in the section abide by all statutory requirements, codes of practice, health and safety regulations and operational policies of the department and to be aware of these measures as applied to other sections.

Provide day-to-day support for specific projects/agreed pieces of work, engaging with relevant stakeholders where necessary.

Frequent need to complete work to tight timescales.

### **PATIENT/CLIENT CARE**

Deliver specialist clinical technical services, providing expert guidance and support to laboratory and scientific teams.

Oversee the analysis and interpretation of complex diagnostic genomic tests, ensuring accuracy and quality.

Provide clinical technical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.

Report any untoward incidents or complaints to senior laboratory management within the appropriate timescales.

Audit and monitor technical performance, including equipment reliability.

Prevent adverse effects on health and wellbeing.

### **POLICY/SERVICE DEVELOPMENT**

Active involvement in writing, implementing, reviewing, updating Standard Operating Procedures with input to developing new protocols.

Lead on the development, critical review, interpretation and implementation of operational policies and practices within area of responsibility, to ensure they are aligned to the needs of the organisation, remain fit-for-purpose and are sustainable.

Propose and implement changes that impact on own and wider specialist area by actively participating in cross-departmental, Trust-wide and national training to support development and continuous improvement of best practice in all clinical aspects of genetic and genomic testing.

Perform on-going review and development of the laboratory technical service to best meet the needs of users, with reference to the laboratory and Trust's strategic directions.

Contribute to and/or lead on service development/modernisation agenda for service redesign, anticipating and mitigating against any issues.

Actively promote a culture of innovation and change to ensure continued improvement of services.

Act as Risk Officer for the department, ensuring that departmental risk register and any other relevant documentation is maintained and adverse incidents reported.

Perform COSHH and risk assessments for all aspects of Departmental processes.

Act as Estates Liaison Officer for the department and oversee routine maintenance and estate work requests.

Work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

Contribute to and work within a safe working environment by adhering to statutory requirements, codes of practice, Health and Safety and COSHH regulations, protocols and policies of the laboratory.

Lead on the planning and management of innovation and change in area of responsibility, working with key stakeholders, to ensure continued improvement of services.

Develop and implement standard operating procedures (SOPs) for equipment use and maintenance, ensuring procedures are in place for equipment-related training for laboratory staff to ensure safe and effective operation.

## **FINANCIAL/PHYSICAL RESOURCES**

Contribute to effective financial control of laboratory budget, particularly in relation to sourcing new equipment, consumables and reagents.

Frequently act as authorised signatory, reviewing and authorising orders and invoices for supplies and equipment in area of responsibility, with advice from senior management staff when required.

Ensure robust mechanisms for the timely and cost-effective procurement of equipment and consumables.

Oversee the ordering, monitoring and usage of laboratory supplies and ensure this is done efficiently and cost effectively and in adherence to environmental sustainability initiatives in line with NHS Green Plans, reducing waste and promoting efficient use of resources.

Liaise with Estates and other relevant departments to obtain quotes for work to be carried out in the laboratory.

Demonstrate and instruct the use of equipment to ensure safety, overseeing repairs to defective equipment in a timely manner to ensure minimum disruption to service.

Responsible for the day-to-day maintenance and cleanliness of laboratory equipment.

Ensure compliance with UKAS accreditation and other relevant quality and safety standards in relation to laboratory assets and financial governance.

Responsible for, or delegating where appropriate, the management, maintenance and procurement of all laboratory equipment, including complex equipment, and ensuring documentation is compliant with national standards. This includes:

- Organising and maintaining equipment logs
- Organising decontamination logs and ensuring their completion
- Organising timely and appropriate external repair and maintenance
- Undertaking timely and appropriate internal routine maintenance
- Devising safe and efficient systems of work with equipment, including the completion of risk and COSHH assessments, where relevant
- Negotiation and management of equipment maintenance contracts
- Assisting with the long-term planning of new and replacement equipment.
- Assisting with the evaluation of specifications and tenders for new equipment

Responsible for ensuring that appropriate systems are in place to maintain adequate supplies of reagents and consumables.

Responsible for the procurement, installation, validation, and ongoing management of laboratory equipment, working with the senior management team to select appropriate equipment for delivery of the service.

Responsible for ensuring all instruments are appropriately maintained, calibrated, and compliant with regulatory standards.

## **HUMAN RESOURCES**

Responsible for the day-to-day management of the staff within their area of responsibility, including recruitment, appraisals, allocation and quality checking of work, performance issues, personal development and training.

Supervise staff, troubleshoot assays and work closely with colleagues to ensure tests are performed in a timely and accurate manner. The highest level of accuracy is required to minimise clinical risk (e.g. an erroneous result that results in an incorrect diagnosis or prediction of carrier status).

Responsible for the communication of Health & Safety issues to diagnostic and research staff working in the laboratory and visitors, including work experience students.

In partnership with the local leads, support the education of the genomics workforce.

Undertake any training required in order to maintain competency including mandatory training, (i.e. Fire, Manual Handling).

Demonstrate a professional and responsible manner at all times.

Take a flexible approach in supporting colleagues during times of caseload pressures.

Undertake training to develop a range of knowledge and skills in order to deliver high quality technical interventions/oversight.

Frequent need to ensure that professional knowledge is continuously updated, and training undertaken if appropriate.

## **INFORMATION RESOURCES**

Use multiple computer systems as required for management of samples, equipment monitoring and maintenance, stock ordering and line management.

Responsible for maintaining accurate patient records in the laboratory information management system (LIMS).

Use relevant computer systems for the management of workload, data entry and reporting results in order to provide an efficient and accurate service to users.

Use specialist genomic software programmes for the analysis and interpretation of data, with responsibility for ensuring that the most appropriate/up-to-date software is in use and has undergone appropriate validation/verification to comply with ISO15189 (UKAS) accreditation.

Ensure accurate and up-to-date data are maintained on information systems, in line with Trust Information Governance policy.

Responsible for writing and maintaining accurate records of service improvements and their validation to comply with ISO15189 (UKAS) accreditation.

Provide an accurate, timely and unambiguous response to queries regarding patient testing and ensure effective communication, ensuring that all records of communication are stored and maintained in an appropriate manner.

### **RESEARCH AND DEVELOPMENT**

Participate in internal audit programme to ensure continuous quality improvement of services.

Regularly undertake and design research and development activities to improve service provision and the efficiency of existing diagnostic tests.

Take an active role in maintaining high quality standards to ensure maintenance of the Laboratory accreditation (UKAS) status.

Active participation in both internal and external Quality Assurance schemes to ensure the highest standards of molecular genetic testing.

### **PHYSICAL SKILLS**

A range of highly-developed physical skills, including dexterity and accuracy for use of laboratory equipment.

Using IT equipment and working with high levels of accuracy.

Ability to work in an efficient manner to enable timely completion of tasks.

### **PHYSICAL EFFORT**

Daily work involves frequent sitting/standing, walking, moving equipment and manual handling.

Using IT equipment on a daily basis whilst seated in a restricted position.

Occasionally expected to travel offsite to regional and national meetings.

### **MENTAL EFFORT**

Frequently required to concentrate for long periods at technically demanding procedures.

Frequent interruptions to work patterns, with requirement to shift focus quickly in response to frequent urgent incoming requests from internal and external colleagues.

Significant time will be spent in meetings internal and external to the Trust, requiring high levels of concentration.

### **EMOTIONAL EFFORT**

Frequent indirect exposure to emotional or distressing circumstances relating to patient referral information.

Ability to cope with difficult staff issues, occasionally.

Ability to cope and deal with areas of conflict, occasionally.

### **WORKING CONDITIONS**

Frequent daily contact with:

- Laboratory specimens e.g. blood, saliva, urine and tissue
- Visual Display Unit (VDU)

### **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.

### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

### **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

<b>Job Title</b>	Laboratory Technical Manager
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
BSc(Hons) Biology/Biochemistry/Genetics or other relevant subject	✓	
Master's degree in Biology/Biochemistry/Genetics or equivalent level of knowledge	✓	
Evidence of extensive experience of laboratory genetics encompassing a range of practical laboratory techniques	✓	
Management qualification or equivalent professional experience		✓
Registered with or enrolled on an appropriate registration/regulatory body, e.g. Academy for Healthcare Science (AHCS) or HCPC		✓
<b>KNOWLEDGE/SKILLS</b>		
Specialist practical and theoretical knowledge of laboratory genetics and its clinical applications	✓	
Competent in using appropriate automated analysis systems and associated Software	✓	
Analytical problem-solving skills	✓	
Knowledge of health and safety issues pertinent to laboratory work	✓	
Ability to organise own workload by multitasking of complex procedures and ensuring prioritisation of urgent samples.	✓	
Ability to liaise and communicate with staff at all levels	✓	
Comprehensive PC skills - databases, word-processing, email, Excel	✓	
Understanding of laboratory IT systems	✓	
Able to work independently, with minimum supervision	✓	
Understanding of the basics of health and safety	✓	
Understanding of the principles of audit	✓	
<b>EXPERIENCE</b>		
Proficient in appropriate techniques currently in use in the Department	✓	
Staff training and supervision in a genomics laboratory setting.	✓	
Presentation of information at internal meetings	✓	
Equipment maintenance and management	✓	
Implementing change in a discrete area	✓	
Operational management of a service on a day to day basis		✓
Managing a change process		✓
Holding budgetary responsibility		✓
<b>PERSONAL ATTRIBUTES</b>		
Good communication skills, both verbal and written	✓	
Excellent planning and organisational skills	✓	
Friendly, trustworthy and ability to work as a team member, promoting and participating in a culture of collaboration	✓	
Meticulous attention to detail	✓	
Able to concentrate for long periods of time and work under pressure	✓	
Excellent planning, time management and organisational skills	✓	
Able to communicate effectively both verbally, by e-mail and by appropriate documentation.	✓	
Excellent interpersonal and communication skills	✓	
Ability to work on own initiative and as part of a wider team.	✓	
A proactive approach to change	✓	
Commitment to continual development to include relevant new systems, policies and procedures	✓	

Takes responsibility for own development and encourages within team	✓	
Positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Flexibility in approach towards working hours.	✓	
<b>OTHER REQUIREMENTS</b>		
Ability to travel to other locations as required.	✓	
Undertake role of technical representative on departmental senior leadership team	✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y				✓
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y				✓
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y			✓	
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m <sup>3</sup> )	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s <sup>2</sup> )	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	Y	✓			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y	✓			
Working in isolation	N				
Challenging behaviour	Y	✓			