



North West London Pathology

Chelsea and Westminster Hospital
NHS Foundation Trust

Imperial College Healthcare
NHS Trust

The Hillingdon Hospitals
NHS Foundation Trust

Hosted by Imperial College Healthcare NHS Trust

JOB DESCRIPTION

TITLE OF POST:	Healthcare Scientist Team Manager / Advanced
SALARY BAND:	Band 7
LOCATION:	St Mary's Blood Transfusion Medicine Imperial College Healthcare NHS Trust is a multi-site facility and staff may be required to work at a site other than their main base location
RESPONSIBLE TO:	Laboratory Manager/Site Manager
PROFESSIONALLY ACCOUNTABLE TO:	Divisional Manager
HOURS PER WEEK:	37.5 The job holder will be required to work out of hours including unsocial and contractual overtime (specific rota details are held locally within departments).

Imperial College Healthcare NHS Trust Values

We are absolutely committed to ensuring that our patients have the best possible experience within our hospitals. We are looking for people who are committed to delivering excellent patient care, whatever their role, and who take pride in what they do. We place a high value on treating all patients, customers and colleagues with respect and dignity, and seek people who strive for excellence and innovation in all that they do.

We value all of our staff and aim to provide rewarding careers and benefits, fulfilling work environments and exciting opportunities.

- ☐ **Kind** - We are considerate and thoughtful, so you feel respected and included.
- ☐ **Collaborative** - We actively seek others' views and ideas, so we achieve more together.
- ☐ **Expert** - We draw on our diverse skills, knowledge and experience, so we provide the best possible care.
- ☐ **Aspirational** - We are receptive and responsive to new thinking, so we never stop learning, discovering and improving.

AIM OF THE ROLE:

To be an efficient and flexible member of the **St Mary's Blood Transfusion Medicine** laboratory team providing a quality service to Imperial College Healthcare NHS Trust.

Biomedical scientists in Blood Transfusion are responsible for the analysis of samples to aid identification of Blood Transfusion anomalies by the application of technology, utilising the most up to date scientific methods in conjunction with traditional methods of serology and antigen/antibody-complex diagnostics. Diagnostic work includes examination of blood and serum to accurately identify blood groups and atypical antibodies, provide blood and blood products to patients in a safe and timely manner. Respond appropriately to major incidents in accordance with the Trust Major Incident policy, to ensure blood and blood products are rapidly available. Blood Transfusion is a high risk area where attention to detail is paramount, mistakes can cause fatalities.

As a Senior Biomedical Scientist the post holder will be the lead specialist. Responsible for a team of Biomedical Scientists and Medical Laboratory Assistants, to deliver a medical laboratory service which achieves the objectives of efficient and effective patient care, and resource management within the Trust. They are responsible for sections of the diagnostic work and support services, ensuring proper organisation and functioning of the sections and their staff, directing those staff within the section(s), and ensuring correct procedures and protocols are carried out. In the absence of other Senior staff, responsibilities may be extended to other sections. They are also responsible for the teaching and development of staff currently in their section; to maintain at all times the required high standards and quality; to maintain an up to date knowledge of Blood Transfusion and current working practices within the diagnostic lab.

KEY WORKING RELATIONSHIPS: (Organisational Chart attached/Delete if not attached)

Good communication skills are essential, as the post holder is required to communicate effectively with Biomedical Scientists, Clinical Scientists, Clinicians and other healthcare providers and managers in and out of the Trust; other Trust Directorates including Estates, IT, Human Resource, Payroll, Occupational Health, Purchasing and Finance. Active participation in local and divisional laboratory meetings is expected.

Additional relationships appropriate to the role may be required.

KEY RESULT AREAS:

1. The day-to-day management of a section within the laboratory under the direction of a Laboratory Manager.
2. Contributes to providing a professional clinical laboratory service, working effectively as a team member as part of the overall department.
3. To develop and improve professional expertise and specialist skills.
4. To possess the skills required to provide the necessary training and supervision of staff within the section.
5. To provide and co-ordinate specialist clinical technical and scientific services to patients that may include research and audit.

MAIN TASKS AND RESPONSIBILITIES:

1. Communication and Relationship Skills

- 1.1 To demonstrate politeness, courtesy and sensitivity in dealing with patients/clients, visitors/relatives and colleagues, maintaining good customer relations.
- 1.2 Contribute towards sharing good practice within the department and Trust wide.
- 1.3 To promote a positive image of the Trust at all times.
- 1.4 To work cohesively with all members of the department team in ensuring that the very best services are provided at all times.
- 1.5 Participates in departmental meetings and contributes to effective communication within the department.
- 1.6 Provides and receives complex information to inform work colleagues or external contacts e.g. other departments, G.P.'s or visitors to the department This may include providing advice, explanation of results and instruction.

2. Responsibility- Scientific and Technical Duties

- 2.1 Ensure that documentation is maintained to the Trust standard (including electronic records).
- 2.2 To demonstrate awareness and compliance with Trust policies, procedures, guidelines and standards. To work towards promoting this to others.
- 2.3 Identify and report clinical and non-clinical risks so that appropriate action can be taken in accordance with the Trust risk management policy.
- 2.4 To plan and prioritise the scientific workload of the section on a day-to-day basis.
- 2.5 To provide a comprehensive and appropriate laboratory service to patients and staff.
- 2.6 To possess highly developed, advanced specialist scientific skills.
- 2.7 To ensure that the laboratory standard operational and health and safety policies are understood and carried out by all staff.
- 2.8 Responsible for the maintenance, condition, quality control and record keeping of instruments and equipment associated with the section.
- 2.9 Adaptation to new methodology or working practices when required, due to changing circumstances.
- 2.10 Participation in and facilitation of Quality Assurance and Audit within the section.
- 2.11 To be proactive in the generation and updating of standard operating procedures.
- 2.12 To validate reports where appropriate.
- 2.13 To authorise reports, when given the responsibility, in accordance with local policy.

- 2.14 To assist in the implementation and development of new and existing techniques.
- 2.15 To provide scientific advice and act as a resource both internally and externally.
- 2.16 To maintain an awareness of current developments especially with regard to special areas of responsibility.

3. Responsibility- Policy and Service

- 3.1 To be involved actively in the implementation of Trust policies and procedures at department level, reinforcing their use.
- 3.2 Maintain, update and develop personal and professional knowledge and skills, at first under supervision, using the Trust's Performance Review System, enabling standards of patient care to be monitored constantly and improved.
- 3.3 Record and report incidents/complaints involving staff, patients and visitors in accordance with Trust policies and may lead in any investigations as required.
- 3.4 To ensure all NWL Pathology laboratory sites gain and maintain full accreditation/inspection status of National regulatory bodies including (but not restricted to):
 - UK Accreditation Service (UKAS)
 - Good Clinical Pathology Practice (GCSP)
 - Medicines and Healthcare Products Regulatory Agency (MHRA)
 - Human Tissue Authority (HTA)
 - European Federation of Immunogenetics (EFI)

4. Responsibility- Financial and Physical Resources

- 4.1 Responsible for managing consumable and reagent stock supplies associated with the section.
- 4.2 Assist in the implementation, development and evaluation of new and existing techniques.
- 4.3 Responsible for the maintenance and calibration of equipment when working autonomously.

5. Responsibility Staff/ HR/ Leadership, & Training

- 5.1 Maintain, update and develop personal and professional knowledge and skills by participating in the Trust's 1:1 process and PDP development.
- 5.2 Be familiar with and follow all core trust policies such as sickness reporting, annual leave requesting, health and safety.
- 5.3 Be familiar with the Health and Safety policies of the Trust and the department and ensure that they are followed to maintain a safe working environment for all employees and visitors.
- 5.4 Participate fully as a team member, sharing knowledge and information and supporting colleagues, including support staff to promote a cohesive laboratory team and the achievement of team objectives.
- 5.5 May deputise for the line Manager as required.
- 5.6 The supervision of all grades of scientific and support staff in the section.

In conjunction with line managers, assist in the training of junior staff.

5.8 Undertake the appraisal of more junior members of staff using the Trust's 1:1 process and PDP development.

5.9 Responsible for the conduct of the staff being supervised in respect to their timekeeping, behaviour and safety. Report any problems to the line manager.

6. Education

6.1 Must develop and improve your scientific expertise, which may be via CPD within an appraisal programme. Maintain a portfolio of relevant developments achieved.

6.2 To participate in the organisation of scientific teaching programmes.

6.3 Design and deliver training to staff within the department.

6.4 Undertake suitable training and development programmes to successfully acquire core competencies and thereafter maintain the required standards of competence when undertaking duties.

6.5 Maintain your Registration with the Health Care Professions Council (HCPC).

7. Responsibility- Information resources

7.1 Undertake relevant training for electronic information systems in place & under development and be familiar and proficient with the use of the information technology systems within the department

7.2 To have an active e-mail account

8 Responsibility- Patient / Client Care

8.1 To enter patient information and test results onto the laboratory information system.

9. Responsibility- Research and development

9.1 Participate in the collection of audit and research data and undertake evaluation as required.

9.2 To test equipment in specialist section.

10. Freedom to Act

10.1 Works independently, lead specialist in own area and may manage a team.

11. Other Duties

11.1 To undertake any other duties commensurate with the grade as requested.

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

ADDITIONAL INFORMATION

Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract

Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

Professional Registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

Work Visa/ Permits/Leave To Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

NHS Constitution

The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Dignity & Respect

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

Confidentiality/Information Quality Assurance/Freedom of Information

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Health, Safety and Security

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

Clinical Governance and Risk management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

No Smoking

The Trust operates a smoke free policy.

Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

IMPERIAL COLLEGE HEALTHCARE NHS TRUST**PERSON SPECIFICATION****POST:** Healthcare Scientist Team Manager Band 7**DEPARTMENT:** St Mary's Blood Transfusion Medicine**LINE MANAGER:** Laboratory Manager

ATTRIBUTE/SKILLS	MEASUREMENT	ESSENTIAL	DESIRABLE
EDUCATION	<i>Application form/CV:</i>	<ul style="list-style-type: none"> • HCPC Registration. • MSc, FIBMS or equivalent in relevant discipline or • Demonstrable extensive experience post HCPC registration in insert discipline 	<ul style="list-style-type: none"> • Management training
SKILLS/ABILITIES	<i>Application form/CV: Assessment/Interview:</i>	<ul style="list-style-type: none"> • Practical analytical skills associated with diagnostic laboratory work. • Timely accurate working. • Methodical. • Well organised. • Precise. • Numerate. • Competence in PC word processing, spreadsheet and database software. • Reliable and trustworthy 	<ul style="list-style-type: none"> • .

		<ul style="list-style-type: none"> • Quick to learn and comprehend. • Able to work as team member. • Self-motivation. Accepts responsibility. • Ability to work under pressure. • Ability to show flexibility by performing multiple tasks • Prepared to work with biological materials 	
EXPERIENCE	<i>Application form/CV: Assessment/Interview:</i>	<ul style="list-style-type: none"> • Knowledge of all aspects of specialist subject • Evidence of continuing professional development. • Use of Pathology computer systems 	<ul style="list-style-type: none"> • Previous experience in a large busy pathology laboratory
COMMUNICATION SKILLS	<i>Application form/CV: Assessment/Interview:</i>	Good communication and presentation skills	<ul style="list-style-type: none"> •
PHYSICAL QUALITIES		Such as to meet the requirements of the role with any reasonable adjustments	
VALUES	<i>Assessment/Interview:</i>	Demonstrable ability to meet Trust values	

ABOUT NORTH WEST LONDON PATHOLOGY

North West London Pathology (NWLP) formed in November 2016 is unique in its size and complexity. The entity serves a number of large teaching hospitals which provide a complex range of specialised services and support research as well as two specialist tertiary hospitals with very specific remits for diagnostics, training and research. Equally important, the group services a large resident population and their primary care providers. The Target Operating Model (TOM) has been developed on a service based on a clear set of investment objectives that are anticipated to deliver the significant benefits for NWLP and the associated Trust's. The NWLP operation model includes a central hub at Charing Cross Hospital for all non-urgent and specialist work, plus six spoke laboratories providing 24/7 service to meet the needs of hospital patients and clinicians

North West London Pathology was created as an initiative between Chelsea and Westminster NHS Foundation Trust, Imperial College Healthcare NHS Trust, The Hillingdon Hospitals NHS Foundation Trust and West Middlesex University Hospital NHS Trust (now part of Chelsea and Westminster NHS Foundation Trust). The goal of the partnership is to develop a new shared services model for the provision of pathology services in North West London and is based upon a vision of a modern, innovative and sustainable service that delivers world class laboratories to users and patients alike.

North West London Pathology is a Shared Services Organisation (SSO) that is owned by the three Trusts and operates at arm's length with its own Board. From an organisational point of view the new organisation will be an Arm's Length Organisation (ALO) hosted by Imperial College Healthcare NHS Trust.

Substantially investment in new equipment and information systems is taking place, specifically digital imaging, and artificial intelligence is anticipated to play a major role in the future of pathology services. Changes to the estates are also taking place as part of a transformation programme alongside the installation of new instrumentation.

INFORMATION ABOUT IMPERIAL COLLEGE HEALTHCARE TRUST AS HOST ORGANISATION

Imperial College Healthcare NHS Trust was launched on 1st October, 2007. Made up of five hospitals; Charing Cross, Hammersmith, Queen Charlotte's and Chelsea, Hammersmith, St Mary's and the Western Eye, and integrating with Imperial College London,

The Trust has established the UK's first Academic Health Science Centre (AHSC). The AHSC aims to bring together the delivery of healthcare services, teaching and research in a partnership for the purpose of improving the health of its patients, advancing clinical teaching and scientific invention and innovation.

The Trust's sites:

- **Hammersmith Hospital** - a postgraduate teaching hospital, famous for its research, and a centre for respiratory medicine, rheumatology, cardiac sciences, gastro - intestinal disease, cancer, particularly gastro - intestinal and HPB, lung and solid organ cancers, and renal medicine. It contains the largest clinical research imaging centre in Europe.
- **St Mary's Hospital** - in Paddington is world renowned and provides general hospital services to local communities in West London and beyond, and specialist services in paediatrics, obstetrics, infection and immunity, ophthalmology, robotic surgery and cardiology which are accessed by patients from across the nation and the world. St Mary's is a teaching hospital for academic research and medical education.
- **Charing Cross Hospital** - An undergraduate teaching hospital and a centre for major trauma and serious illness, emergency surgery, neuroscience, vascular services and musculo - skeletal services.
- **Queen Charlotte's & Chelsea Maternity Hospital** - A world-renowned advanced obstetrics and fertility centre, women's health and ambulatory paediatrics services.
- **Western Eye Hospital** - is the inpatient specialist hub for ophthalmic services in West London offering the only 24 hour emergency eye care in London.
- **Imperial College** - is one of the largest and most influential medical schools nationally and internationally with excellent credentials in teaching and research. It is regularly assessed as one of the top three-biomedical research institutions in the UK. It is highly ranked for undergraduate medical education, has an outstanding record of postgraduate medical education and in producing the research leaders of the future. The College has one of the largest operational estates of any UK University. It includes six central London campuses: The main South Kensington campus, Hammersmith, Charing Cross, Chelsea and Westminster, Royal Brompton and St Mary's.

OTHER TRUSTS WITHIN NORTH WEST LONDON PATHOLOGY

Chelsea and Westminster Hospital NHS Foundation:

In 2015, Chelsea and Westminster Hospital and West Middlesex University Hospital became a single Foundation Trust. This has helped secure the future of both major acute hospitals. They run two main hospitals:

- **Chelsea and Westminster Hospital**
- **West Middlesex University Hospital**

With 5,000 staff caring for nearly one million people locally, regionally, nationally and internationally, they provide a range of specialist clinical services as well as general hospital services for people living locally, which include A&E and maternity at both hospital sites. They offer a range of community based services, including their award winning sexual health and HIV clinics across London.

THE HILLINGDON HOSPITAL NHS FOUNDATION TRUST

The Trust has a turnover of around £222 million and employ over 3,300 staff. It delivers high quality healthcare to the residents of the London Borough of Hillingdon, and increasingly to those living in the surrounding areas of Ealing, Harrow, Buckinghamshire and Hertfordshire, giving us a total catchment population of over 350,000 people.

- **Hillingdon Hospital** - Providing the majority of services from the Trust, Hillingdon Hospital is the only acute hospital in Hillingdon with a busy Accident and Emergency, inpatients, day surgery, and outpatient clinics. The emergency care services has recently been redesigned following the award of £12.3m funding from the Department of Health
- **Mount Vernon Hospital**, in co-operation with the East & North Hertfordshire NHS Trust. Mount Vernon Hospital has a modern Diagnostic and Treatment Centre. With its spacious and contemporary design, the Mount Vernon Treatment Centre constitutes a new two-storey building and the existing Princess Christian Unit. The new buildings house four state-of-the-art operating theatres to carry out elective surgery, plus outpatient services.