



# LABORATORY MANAGER JOB DESCRIPTION

<b>Job Title:</b>	Laboratory Manager
<b>Reports To:</b>	Pathology Service Manager
<b>Accountable To:</b>	Clinical/Laboratory Director / CEO
<b>Liases with:</b>	Consultant Pathologists, Quality Manager, Training Officer, Finance, IT, HR
<b>Location:</b>	47a Devonshire Street, London W1G 7AW
<b>Contract type:</b>	Full-Time – 37.5 Hrs. per week

## 1. Background

Advance Histopathology Laboratory Ltd (AHLab), directed by Professor Gordon Stamp, an independent diagnostic clinical laboratory and we United Kingdom Accreditation Service (UKAS) accredited.

The laboratory is situated in a purpose-built complex and is surrounded by private hospitals and clinics, strategically positioned to provide a responsive, efficient service.

## 2. Purpose of Role

The post holder will be responsible for providing a timely, clinical critical laboratory service within AHLab. They will support service users, both nationally and internationally, by delivering an expert diagnostic service for histology and cytology, alignment with AHLab's operational goals.

The post holder will oversee the direction and operational management of AHLab, which includes managing over 30 staff members of different grades. Responsibilities include ensuring appropriate and cost-effective purchasing arrangements for equipment and materials, effective staff recruitment, and delivery training to Biomedical Scientists (BMS) and other staff within AHLab to maintain service continuity at all times.

## 3. Laboratory structure





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#### 4. Key areas of Responsibilities

- Responsible for the efficient and effective management, organisation and development of Histopathology. To work in an efficient and timely manner and to be adaptable to change.
- To provide clear and effective leadership of the service and staff, with a focus on patient care, at all times.
- Collaborate with the Clinical/Laboratory Director, CEOs, and Pathology Service Manager to coordinate the delivery of annual budget setting and financial planning, contributing to month-end financial commentaries.
- Manages highly specialist diagnostic clinical technical services in support of patient care. Responsible for the maintenance of high standards in analytical performance and monitoring by quality control.
- Responsible for ensuring safe use of expensive, highly complex laboratory equipment and IT systems, stock control and management of laboratory budget.
- To ensure the laboratory has an innovative approach to service delivery, taking into account AHLab and national strategies.
- To be responsible for, directly or by delegation, a wide range of managerial and administrative duties including staff rotas, work schedules, appraisals, absence monitoring, report writing and contribution to or writing of business cases.
- Responsible for policy implementation and for discrete policy or service development for AHLab.
- To follow agreed protocols and policies seeking advice where appropriate from Clinical/Laboratory Director, Service Manager and senior staff within AHLab.
- Responsible for contingency and major incident planning. Design and implement contingency plans to ensure that services are maintained in times of service disruption.
- Provides reports, documents and presentations commensurate with role within department, providing the CEOs, Service Manager with statistical and financial data as required.
- To ensure that Health and Safety standards are maintained. Working in close liaison with the senior manager to ensure staff's compliance with all relevant safety standards in the department and to ensure all COSHH and risk assessments for the laboratory are kept up to date.
- To ensure that the laboratory complies with the requirements of accreditation (UKAS/CQC).
- To ensure a good working knowledge of ISO 15189:2022
- To facilitate and collaborate with Histopathologists in research and development relevant to the specialist work of the laboratory.
- To demonstrate a positive attitude to the work of the laboratory, colleagues and service users, responding to requests for information in a polite, helpful and concise manner.
- To participate in an annual Personal Development Review/appraisal process as well as all necessary mandatory training. As part of the PDR process the post holder's involvement and contribution to Quality Management will be reviewed along with their understanding and compliance with the current, relevant AHLab objectives.
- Perform other appropriate duties to the grade as required by the Service Manager on an ad hoc basis.



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## **4.1 Operational**

- To ensure the timely and efficient provision of core and technologically complex analytical/diagnostic services within the available resources.
- To take overall responsibility for the quality of all scientific and technical work produced.
- To ensure that working practices meet current professional standards and legislation, and are documented, accessible and regularly reviewed.
- To ensure that clinical requests are met according to agreed policies on availability of tests and priorities.
- To monitor the quality-of-service provision, through internal and/or external review.
- To ensure that changes in users' requirements are monitored, planned for and, where agreed, implemented.
- To ensure all techniques and equipment are validated and verified as per department standard operating procedures prior to implementation.
- To provide expert advice to BMS interpreting results/ staining obtained which are equivocal or challenging.
- To provide expert troubleshooting for all diagnostic techniques performed.
- To monitor and analyse service key performance indicators, identify deficiencies and implement action plans, as required, to rectify.
- Oversee implementation of all IT software and hardware in the laboratories, to evaluate prior to installation, to be fully conversant with functionality and train staff in use.
- To gather and analyse data for the purpose of monitoring and disseminating laboratory activity and expenditure information. This will include interrogating LIMS and other sources, use of spreadsheets to analyse and display data, and entering summary of information into reports, business plans and other documents as appropriate.
- To ensure continuous training of scientific staff to maintain the technologically complex diagnostic services within the laboratory.
- To maintain a current knowledge of Cellular pathology methodologies.
- To manage all capital equipment procurement processes for the department, ensuring adherence to local, national and international guidelines.
- To be able to carry out advanced troubleshooting and repairs on all equipment, for which specialist training and dexterity are required.
- To contribute to care, maintenance and security of the laboratory premises and equipment.
- Responsible for oversight of the departmental IT training pertaining to all relevant cellular pathology systems including digital.

## **4.2 Staff**

- Provides direct line management of the Senior staff.
- Involved in the selection and recruitment of staff, as appropriate.
- Ensure AHLab mandatory training is completed by all staff.
- In conjunction with the Senior staff, organises allocation of staff to ensure required duties are performed appropriately.



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- In conjunction with the Training Officer, direct the training of scientific and technical staff to include advising and teaching methods of work.
- To maintain job descriptions for all posts and to review the requirements of each post upon becoming vacant, in conjunction with Pathology Service Manager, prior to advertising for replacement staff.
- To monitor sickness/absence levels and where necessary implement corrective action.
- To ensure that staff records, including BrightHR platform reports, are established and accurately maintained.
- To ensure that all staff are briefed on AHLab developments.
- Ensure all staff to have Personal Development Plans and relevant CPD portfolios.
- To encourage development of staff at all levels, providing opportunities and training internally and externally.
- To monitor staffing structure, ensuring appropriate knowledge and skill mix for work performed. Identify discrepancies and implement action plans as required.
- Responsible by delegation for the management, education and training of all Biomedical Scientists (BMS), Associate Practitioner, Medical Laboratory Assistants (MLA).
- In conjunction with the Service Manager, ensures efficient delivery of all administrative duties required by the service.
- Oversight of the Training Officer who has first line responsibility for the training of staff within the department. This will include both qualified and non-qualified staff and involve rotation across the sections of the laboratory.
- To oversee and engage in recruitment, staff selection, workforce planning, appraisal and performance review

### **4.3 Service Planning and Finance**

- To develop and implement service plans for the Laboratory, in conjunction with the department Clinical/Laboratory Director, Consultant Pathologists and Service Manager
- To devise and implement cost improvement programmes in conjunction with the Service Manager.
- Ensure service operates within available resources.
- To monitor and disseminate laboratory activity and expenditure information to Service Manager, CEOs and Directors as required. Identify causes of variance and ensure the timely reporting of significant issues; devise remedial action plans where appropriate.
- To ensure maintenance and supply contracts are reviewed and negotiated to give value for money. In conjunction with Service manager.
- To produce business cases and service plans in support of required and/or proposed developments. To ensure these are submitted in line with AHLab requirements. In conjunction with Service manager.
- Contribute towards a rolling programme of equipment replacement, upgrading and disposal, and ensure timely submission of bids for capital items. In conjunction with Service manager.

### **4.4 Education, Research and Professional Issues**

- To update and develop the department's training manuals and programme as required.



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- To ensure that professional standards of self and others under supervision are maintained.
- Participate in continuing Professional Development programmes.
- Attend suitable seminars / scientific & technical update courses as part of personal development and to further the work of the laboratory.
- To participate in the novel research and developmental work of the laboratory and to implement new techniques as appropriate in support of clinical activity.
- To deal with samples appropriately to assist in the provision of research projects.
- Keep abreast of scientific & technical developments in all relevant fields.
- Ensure all activities are carried out within a quality framework and meet regulatory requirements, professional standards and accepted guidelines.
- To maintain contact with relevant professional bodies.
- To encourage development of staff at all levels, providing opportunities and training internally and externally.
- To facilitate educational programmes for external service users and visitors to AHLab.

#### **4.5 Clinical Governance and Risk Management**

- To take the lead in ensuring the laboratory is centred on patient care and the patient pathway.
- To ensure supervised staff are aware of the clinical implications of the service provided to users.
- To ensure up to date and robust document control procedures are followed.
- To ensure staff are aware of and comply with all AHLab policies and statutory legislation.
- To ensure all incidents are reported according to laboratory and AHLab policies.
- Ensure the organisation's quality system is maintained and developed, in conjunction with the Quality Manager.
- To ensure audits of activities are carried out to an agreed schedule.
- To investigate complaints, co-ordinating and/or drafting responses and devising remedial action plans where appropriate.
- In conjunction with Service Manager, participate in Clinical Governance monitoring for AHLab and contribute to Clinical Governance Plan.
- To promote awareness of and compliance with policy and/or guidelines for the requesting of clinical/diagnostic services.
- To ensure continued adherence to Quality Management procedures, in conjunction with the Quality Manager and Service Manager.
- To ensure the laboratory maintains accreditation in conjunction with the Quality Manager and Senior Management.
- To develop suitable contingency plans for Histopathology services in the event of major disruption.
- Validate the laboratory's investigations and responses relating to Human Tissues Act and ensure to maintain compliance with the HTA Consent Codes of Practice
- Respond appropriately to changes in legislation that impacts on the Histopathology service.



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## **4.6 Laboratory Policies / AHLab Policies / National Guidelines**

- Implement and ensure compliance with an accredited Quality System in the areas of work for which the post holder carries responsibility.
- To possess a good working knowledge of ISO 15189:2022
- Carry out all duties in accordance with the requirements of the Health and Safety at Work Act 1974, CoSHH and other relevant Statutory Regulations, AHLab and Laboratory policies and rules.
- Perform other appropriate duties to the grade as required by the Service Manager on an ad hoc basis.
- To ensure compliance of the laboratory with all AHLab policies, procedures and legislation related to clinical governance, consent and best practice.
- To ensure that all policies related to personnel management within the organisation are disseminated, implemented and maintained.

## **5. General Data Protection Regulation**

You will familiarise yourself with the AHLab's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the AHLab's data protection policy at all times, and you agree that you will only access the systems, databases or networks to which you have been given authorisation. AHLab will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the AHLab's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the AHLab's Data Protection Officer.

## **6. Safeguarding and Wellbeing of Children and Vulnerable Adults**

AHLab is committed to safeguarding and promoting the welfare of children and vulnerable adults. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce. All staff are expected to be aware of national and organisational policies and procedures on safeguarding and promotion of the wellbeing of children and vulnerable adults and should be able to communicate this to others.

## **7. Health and Safety**

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and AHLab policies on health and safety.

## **8. Emergency Planning**



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In accordance with the AHLab's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

### 9. Equality and Diversity Policy

Advance Histopathology Laboratory Ltd (AHLab) is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

### 10. No Smoking Policy

There is a no smoking policy at AHLab

### 11. Review of this Job description

This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

### 12. Employee Specification

	Area of Assessment	Essential or Desire	Standard	Measured by: Interview, Application, Reference
1.0	Skills and Abilities			
1.1	Articulate	E	Advanced communication skills in all media including e-mail and phone	I, A
		E	Ability to lecture and facilitate learning meetings	I, A
1.2	Literate (written skills)  Literate (IT skills)	E	Ability to produce documents of publishable standard	A
		E	Ability to use in-house IT systems	I, A
		E	Competent in use of main Microsoft software applications	I, A
1.3	Numerate	E	Educational qualification in mathematics	A
		E	Ability to perform complex scientific calculations & data analysis	I, A



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		E	Ability to perform statistical analysis of data & interpretation	I, A
1.4	Intelligent	E	Good judgement, analytical, critical, perceptive, eye for detail	I, R
		E	Able to deal with advanced trouble shooting in all laboratory areas	A, I, R
2.0	Personal Qualities			
2.1	Ambitious	E	Evidence of proven commitment to continued personal and professional development	I, A
		E	Enthusiasm for job and profession	I, A, R
		E	Specific career plan and educational aspirations	I, A
2.2	Assertive	E	Authoritative in dealing with staff	I, A
		E	Confident liaising with other areas	I, A, R
2.3	Leadership	E	Proven leadership skills	I, A, R
		E	Ability to motivate & influence laboratory staff	I, A, R
2.4	Creative	E	Decision maker, can deal with unexpected situations	I, A
		E	Proactive, receptive to new ideas	I, A
		E	Ability to present concepts imaginatively and clearly	I, A
		E	Ability to formulate laboratory policies	I, A, R
3.0	Specific Experience			
3.1	Education	E	BMS degree, HCPC registration	I, A
		D	Chartered Scientist status	I
		E	Evidence of continuing post registration study	I, A
		E	Higher degree or equivalent	I, A
		E	Qualification in specific area of laboratory service or expertise	I, A
3.2	Training	E	Minimum 5 years post registration experience in relevant field(s)	I, A, R
		E	Evidence of leadership/supervisory skills	I, A, R
		E	Evidence of maintenance of practical skills	I
		E	Mentoring skills	I, R



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3.3	Health & Safety	E	Full understanding of AHLab and National policies	I, A
		E	Knowledge of risk management and clinical governance issues	I, A
3.4	Work planning	E	Ability to organise rotas and work plans with a view to managing changing deadlines or situations	I, A
		E	Ability to plan for AHLab targets	A, I
		D	Aware of NHS plans, Cancer Plan	I
3.5	Quality management	E	Full understanding of quality management, internal & external	A, I
		E	Full understanding of accreditation Standards inc ISO15189:2022	I, A
		E	Ability to deal with incidents and plan follow up actions	I, A
		E		
4.0	Management Experience			
4.1	Responsibility level	E	Ability to direct the provision of a cross-site laboratory service	A, I
		E	Full understanding of relevant departmental and organisational and logistical issues	A, I
4.2	Financial	E	Understanding of relevant current financial issues	I, A
		E	Ability to manage a budget and identify/deliver plans	I, A, R
4.3	Human Resources	E	Full understanding of HR policies, issues and their management	I, A, R
		E	Ability to manage change	I, A
		E	Experience in staff recruitment and selection	A, I
5.0	Clinical responsibility			
5.1	Level of knowledge and understanding	E	Understanding of relationship between laboratory investigations and clinical practice	I, A
		E	Awareness of clinical significance of laboratory findings and implications for patients	I, A
5.2	Interpretational skills	E	Ability to extrapolate from basic information to advise on additional investigations to perform	I, A
		E		I, A



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			Ability to review anomalous / unexpected findings and take further appropriate action	
5.3	Scientific advisory skills	E	Ability to provide technical and scientific advice for own discipline across AHLab	I, A
		E	Ability to act as scientific lead for discipline across AHLab	I, A

### 13. Job Features Form

Job features for the post of clerical and administrative posts. The post may include the following but is not exhaustive.

Job Features		Job Features		Job Features	
Exposure prone procedures	√	Driving as part of the job including transporting staff or patients		Extreme temperature (hot or cold environment)	
Patient Contact	√	Managing people	√	Display screen equipment user	√
Exposure to body fluids	√	Waste handling	√	Manual handling	√
Hazardous substances	√	Working with children/vulnerable adults		Working in confined spaces	
Night work or unsocial hours		Specialist laboratory equipment	√	Extensive walking including stairs	√
Lone working	√	Overseas travel for work purpose		Frequent exposure to histology reports of a distressing nature often accompanied by sketches or photographs	√