

# Histocompatibility & Immunogenetics Quality Support Officer



**BE PROUD.  
BE PART OF IT.**

### **JOB DESCRIPTION**

|                             |                                                                |
|-----------------------------|----------------------------------------------------------------|
| <b>JOB TITLE</b>            | Histocompatibility & Immunogenetics<br>Quality Support Officer |
| <b>BAND</b>                 | Band 4                                                         |
| <b>DIRECTORATE</b>          | Surgery & Specialist Services                                  |
| <b>INITIAL<br/>LOCATION</b> | H&I Laboratory, Belfast City Hospital                          |
| <b>REPORTS TO</b>           | H&I IT & Information Manager                                   |
| <b>ACCOUNTABLE TO</b>       | H&I Laboratory Manager                                         |

### **JOB SUMMARY**

The H&I Quality Support Officer is required to provide a full range of administrative support to the day-to-day running and H&I governance support functions of the H&I laboratory. The post-holder will be expected to ensure the provision of efficient and prompt administrative support for the H&I Administrative and Quality Team. Duties will include use of the quality management system (Q-Pulse), Microsoft packages and other laboratory systems. He/she will assist the Quality Officer in providing a robust quality and governance framework on behalf of the H&I laboratory.

### **KEY DUTIES / RESPONSIBILITIES**

The post-holder will;

### **OPERATIONAL DELIVERY**

- provide administrative support to the H&I Administrative and Quality Team.
- provide administrative support for discipline meetings and events chaired by the Quality Officer, Clinical Lead and Laboratory Manager, senior staff, including scheduling meetings, agenda preparation, minute taking, compilation of action plans and maintenance of all other committee(s) records.
- provide efficient and effective diary management for the H&I Admin and Quality Team, Clinical Lead and Laboratory Manager, including preparation of all pre-meeting materials in a timely and accurate manner.

- develop, maintain and monitor efficient and effective administrative systems to support development of the H&I administrative and quality support functions.
- provide administrative support to ensure efficient and effective service at all times including absence of team colleagues due to annual or sick leave.
- maintain personal skills through participation in continuing education including use of Microsoft packages.
- type letters, memos, reports etc. as required, making full use of computer packages at a high level.
- receive telephone calls and take appropriate action.
- participate in a 24hr service which will include extended working day, overnight, weekend and Public holidays work as part of the conditioned 37.5hr week.
- participate in selection and recruitment of staff, as required.

## **QUALITY**

- assist the Quality Officer in providing a robust Quality Management System (Q-Pulse).
- undertake document control duties, including creation of controlled documents, as per requests from H&I staff, perform Quality checks and format documents prior to uploading on Q-Pulse.
- review, amend and implement accepted 'change requests'.
- make documents inactive or obsolete as required.
- assist in the production/collation of statistics and participation in audit exercises, as required.
- provide effective administrative support for external audit by accrediting bodies or external suppliers e.g. UKAS and liaise with clients, staff and departments, internal and external to the Trust.

## **INFORMATION MANAGEMENT**

- input information and analysis of routine and non-routine databases, to include formula, charts and pivot tables, in liaison with the IT & Information Manager and Quality Officer and provide assistance as required.
- develop and maintain satisfactory electronic and hard copy filing systems and extract information as necessary.
- maintain strict confidentiality and security of all documentation.
- order office materials and ensure maintenance of office equipment as required, maintaining records, as appropriate, as directed by the IT & Information Manager.

## **KEY WORKING RELATIONSHIPS**

- participate in team meetings.
- participate in the training of new laboratory staff on the quality management system (Q-Pulse) and administrative duties.

## **RAISING CONCERNS - RESPONSIBILITIES**

- promote and support effective team working, fostering a culture of openness

and transparency.

- ensure that they take all concerns raised with them seriously and act in accordance with the Trust's 'Your Right to Raise a Concern (Whistleblowing)' policy and their professional code of conduct, where applicable.

## **GENERAL REQUIREMENTS**

The post holder will be required to:

- Ensure the Organisation's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
- Co-operate fully with the implementation of The Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
- Adhere at all times to all Trust policies/codes of conduct, including for example:
  - Smoke Free policy
  - IT Security Policy and Code of Conduct
  - standards of attendance, appearance and behaviour
- Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
- Co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.
- All employees of the Organisation are legally responsible for all records held, created or used as part of their business within the [org name] including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the [org name] policy and procedures on records management and to seek advice if in doubt.
- Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
- Represent The Organisation's commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within The Organisation's area, as needs of the service demand.

*June 2021*

## PERSONNEL SPECIFICATION

|                                       |                                                                                   |
|---------------------------------------|-----------------------------------------------------------------------------------|
| <b>JOB TITLE AND BAND</b>             | Histocompatibility & Immunogenetics<br>Quality Support Officer<br><br>Band 4      |
| <b>DEPARTMENT / DIRECTORATE</b>       | Histocompatibility & Immunogenetics<br>Laboratory / Surgery & Specialist Services |
| <b>SALARY</b>                         | £ <b>HR to insert</b>                                                             |
| <b>HOURS</b>                          | 37.5 hours/week                                                                   |
| <b>Ref No:</b> <to be inserted by HR> | <July 2021>                                                                       |

### Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note The Organisation reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

## ESSENTIAL CRITERIA

**SECTION 1:** The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

| Factor            | Criteria<br><i>Ideally no more than 6-8 criteria in this section</i>                                                      | Method of<br>Assessment             |
|-------------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| <b>Experience</b> | Experience at minuting meetings and taking delegated tasks forward.<br><br>Experience of working in a laboratory setting. | Shortlisting by<br>Application Form |

|                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
|                                                                                                                                                                                                                                                                                                       | Must be a current employee of the BHSCT                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                  |
| <b>Qualifications/ Registration</b>                                                                                                                                                                                                                                                                   | <p>University degree or equivalent professional qualification plus two year's administrative / clerical experience over the last three years</p> <p><b>OR</b></p> <p>3 years recent (within the last 4 years) administrative / clerical experience with 5 GCSE's (A-C) including English and Maths</p>                                                                                                                                                                                                        | Shortlisting by Application Form |
| <b>SECTION 2:</b> The following are <b>ESSENTIAL</b> criteria which will be measured during the interview/ selection stage:                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                  |
| <b>Skills / Abilities</b>                                                                                                                                                                                                                                                                             | <p>Ability to work to deadlines and to be flexible and adaptable to working in a changing environment.</p> <p>Possess excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.</p> <p>Proven ability to work as a member of a team, and on own initiative.</p> <p>Ability to prioritise workload and to work to tight timescales</p> <p>Highly proficient in the use of Microsoft Word, Excel and Office.</p> | Interview / Test                 |
| <b>Knowledge</b>                                                                                                                                                                                                                                                                                      | Knowledge of a range of administrative and quality management procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                     | Interview / Test                 |
| <b>DESIRABLE CRITERIA</b>                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                  |
| <b>SECTION 3:</b> these will <b>ONLY</b> be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                  |
| <b>Factor</b>                                                                                                                                                                                                                                                                                         | <b>Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Method of Assessment</b>      |
| <b>Experience</b>                                                                                                                                                                                                                                                                                     | One year's experience in a quality governance role.                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Shortlisting by Application Form |

*As part of the Recruitment & Selection process it may be necessary for The Organisation to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.*

## THE ORGANISATION IS AN EQUAL OPPORTUNITIES EMPLOYER

### **Successful applicants:**

- *may be required to attend for a Health Assessment*
- *can expect to be placed at the minimum point of the pay scale, although a higher starting salary, within the range of the pay band may be available if the person appointed has experience relevant & equivalent to the post. If the successful candidate is an existing HSC employee moving to a higher band, AfC Pay on Promotion will apply.*

| HSC Value                                                                                                                | What does this mean?                                                                                                                                                                                                                 | What does this look like in practice? - Behaviours                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Working Together</b></p>         | <p>We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p> | <ul style="list-style-type: none"> <li>• I work with others and value everyone's contribution</li> <li>• I treat people with respect and dignity</li> <li>• I work as part of a team looking for opportunities to support and help people in both my own and other teams</li> <li>• I actively engage people on issues that affect them</li> <li>• I look for feedback and examples of good practice, aiming to improve where possible</li> </ul> |
|  <p><b>Compassion</b></p>               | <p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>               | <ul style="list-style-type: none"> <li>• I am sensitive to the different needs and feelings of others and treat people with kindness</li> <li>• I learn from others by listening carefully to them</li> <li>• I look after my own health and well-being so that I can care for and support others</li> </ul>                                                                                                                                      |
|  <p><b>Excellence</b></p>              | <p>We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high-quality, compassionate care and support.</p>                                         | <ul style="list-style-type: none"> <li>• I put the people I care for and support at the centre of all I do to make a difference</li> <li>• I take responsibility for my decisions and actions</li> <li>• I commit to best practice and sharing learning, while continually learning and developing</li> <li>• I try to improve by asking 'could we do this better?'</li> </ul>                                                                    |
|  <p><b>Openness &amp; Honesty</b></p> | <p>We are open and honest with each other and act with integrity and candour.</p>                                                                                                                                                    | <ul style="list-style-type: none"> <li>• I am open and honest in order to develop trusting relationships</li> <li>• I ask someone for help when needed</li> <li>• I speak up if I have concerns</li> <li>• I challenge inappropriate or unacceptable behaviour and practice</li> </ul>                                                                                                                                                            |

All staff are expected to display the HSC Values at all times

