



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

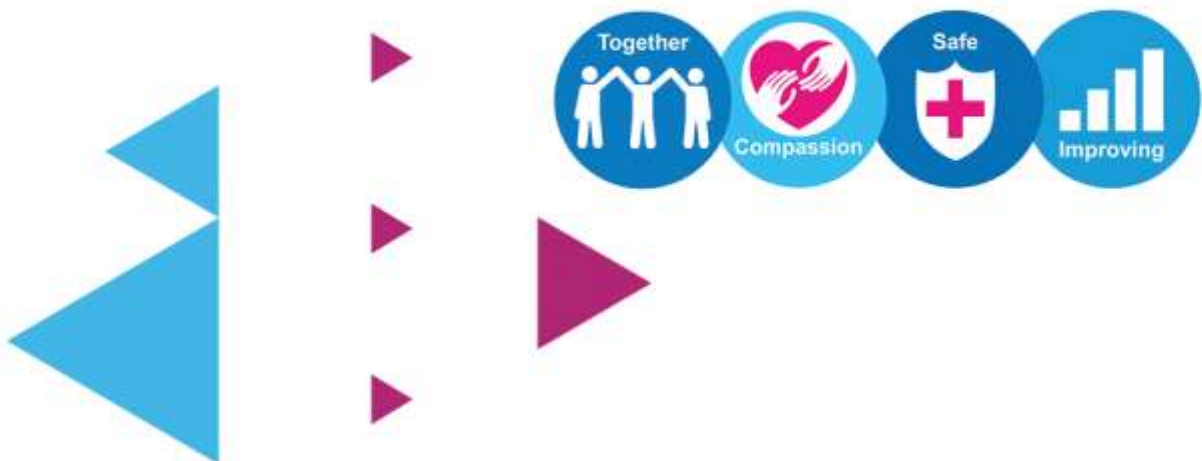
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: Corporate**

**Job Title: Pathology IT LIMS and Integration Administrator**

**Band: 6**

**Location: Royal Stoke**

**Hours: 37.5**

**Managerially accountable to: Deputy Pathology IT Lead**

**Professionally accountable to: Pathology IT Lead**

### **Role Summary**

The post holder will be the lead LIMS and integration specialist within Pathology IT providing support across the North Midlands and Cheshire Pathology Services (NMCPs) network. They will be responsible for the technical setup, configuration and testing of all aspects of the LIMS, this will include; system rules, system access and reference table data. The post holder will provide line management support to the Pathology IT Data Quality Administrators. The post holder will act as an expert systems advisor in pathology LIMS and integration, providing advice, guidance and input for a range of activities. They will work closely with laboratory leads and key stakeholders to help ensure that the system is setup and configured correctly, ensuring that the LIMS remains aligned with the needs of the NMCPs clinical and operational services.

The role is based at Royal Stoke University Hospital with the requirement to travel to County Hospital, Leighton Hospital and Macclesfield Hospital.

### **Key Areas/Tasks**

- The post holder will be expected to develop and maintain effective communication and positive working relationships within the directorate, division and throughout the Trust. Communicating with all levels of directorate staff including clinicians, pathology scientists, technical, management and administrative grades.
- The post holder will be expected to establish effective communications links with external agencies including GP practices, CCG's, Community Trusts and suppliers.
- Represent the department to all users in a polite and helpful manner either noting requirements to be passed to colleagues or dealing with requests as appropriate.
- Promote collaborative teamwork with Pathology IT systems suppliers and other IT Support staff.
- To provide specialist advice for the directorate on data quality and technical related LIMS/integration matters.
- Liaise with Pathology IT system suppliers.
- Develop and maintain an excellent knowledge of the LIMS and associated processes.
- Be responsible for the setup of both system wide and discipline specific system configuration along with relevant testing and documentation.
- To drive and assist with LIMS system testing and validation of integrated/interfaced systems.



- To gather evidence and complete documentation relating to system testing and validation in order to support the Pathology UKAS accreditation compliance.
- Use analytical and problem solving skills to identify potential solutions to problems and issues as they arise.
- Analyse user and service requirements to determine appropriate configuration in the LIMS and integrated systems.
- Plan and manage their own work under the guidance of the Deputy Pathology IT Lead.
- Be able to identify, take ownership and prioritise tasks accordingly.
- Escalation and ownership of on-going failures, errors and issues to the relevant party with communication to Deputy Pathology IT Lead or Pathology IT Systems Manager once all of the post holders knowledge and experience has been explored.
- Process map existing and proposed workflow changes, and communicate these to users.
- The post holder is expected to have extensive knowledge and experience of the Pathology department and related areas.
- To have a flexible attitude and the ability to multi task as there is a requirement to deal with multiple incidents awaiting resolution.
- To work flexibly in order to deliver the NMCPS agenda and to offer support to other colleagues including cover in times of absence.
- Managerially responsible for the Pathology IT Data Quality Administrators.
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.
- To attend statutory and mandatory training as required.
- The post holder will maintain a degree of IM&T training & knowledge such that they can communicate effectively with other IT professionals and that they can carry out their duties in line with acceptable industry standards and best practice.
- Any other reasonable duties required by the Pathology IT Department.
- To support in the prioritisation of assigned complex tasks to meet organisational requirements.
- The post holder will be required to perform a range of duties including keyboard and VDU work, and moving equipment.
- Advanced keyboard skills – accuracy very important.
- Inter-site and intra-site mobility.
- Regular VDU use.
- Frequent sitting or standing in restricted positions
- Contact with patients is incidental.
- Comply with all local and national standards for the safe, secure and confidential processing and storing of patient and laboratory information.
- Responsible for adding new test codes onto Pathology systems.
- Responsible for testing of new software before deployment for both internal and external linked systems.
- The post holder will be required to work within all IT policies and standards under the guidance of the Pathology IT Systems Manager, including IT change control and asset management practice for all aspects involving IT equipment and software.
- Commensurate with grade to take part in projects related to information management and technology.
- Obtain quotes for procurement of new Pathology IT systems, and hardware.
- Observes duty of care in relation to equipment and resources used.
- The post holder will undertake day to day management of the junior Pathology IT support staff, to include annual leave management and the accurate recording thereof; grievances; discipline; appraisals; allocation of work; training and development; and return to work interviews from sickness absence.
- To maintain good working relationships and maintain a team-working philosophy.
- To ensure own work is of a high standard.

- Assist the Pathology IT Systems Manager with training staff on the use of Pathology IT systems.
- Provide specialist advice on data collection, management, and analysis.
- To undertake generic administration duties for Pathology IT Systems.
- The post holder will be expected to extract and report on data from pathology systems presenting data in an appropriate format, compiling management information reports as required and working closely with the Divisional Data Analysts.
- The post holder will regularly use and provide necessary reports for Pathology Manager Systems, Hardware / Servers, workstations / non DX, Uninterruptible power supplier, various models of PC, standard PC monitors and data projectors. Microsoft Software packages, E-mail, Trust Website.
- To ensure that all actions adhere to current security and confidentiality guidelines.
- Regular requirement to use VDU and other IT applications throughout the working day.
- Regular requirement for concentration when inputting and analysing data.
- Work pattern unpredictable, reactive to issues arising requiring immediate attention.
- The post holder will be expected to act as the Pathology point of contact for workload information
- Potentially dealing with irate users with unrealistic expectations who may feel that service is unsatisfactory.
- VDU use is a major job function and key board skills are used on a daily basis.

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

### **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and

patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)



## Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

**Job Title** IT Pathology LIMS and Integration Administrator

## Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Degree level or equivalent IT experience at an equivalent level</li> </ul>	✓		Application form
	<ul style="list-style-type: none"> <li>Professional IT related qualification</li> </ul>		✓	Application form
	<ul style="list-style-type: none"> <li>Committed to continuous management/professional development</li> </ul>		✓	Application form
<b>Knowledge, Skills, Training and Experience</b>	<ul style="list-style-type: none"> <li>Good working knowledge of NHS administrative procedures</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>System administration experience of clinical systems</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Experience of technical problem solving.</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>The ability to diplomatically deal with users and other Trust staff.</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Requires flexible attitude to prioritisation of workload due to the dynamic nature of the service.</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Ability to work as part of a multi-disciplinary team</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Ability to support individuals from a wide range of disciplines with varying levels of IT knowledge and skills</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Excellent organisational skills</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Multi-tasking ability required to deal with multiple incidents awaiting resolution.</li> </ul>	✓		Application form / Interview
	<ul style="list-style-type: none"> <li>Ability to continually to</li> </ul>	✓		Application form /

	<p>work to improve service delivery.</p> <ul style="list-style-type: none"> <li>• Ability to work to tight deadlines</li> <li>• Ability to collect, filter and present information</li> <li>• Ability to handle confidential information</li> <li>• Experience of management of staff</li> <li>• Experience of training staff</li> <li>• Ability to work on own initiative</li> <li>• The ability to diplomatically deal with users and other Trust staff.</li> <li>• Competent in the Microsoft Office suite of products, including: <ul style="list-style-type: none"> <li>○ Microsoft Word</li> <li>○ Microsoft Excel</li> <li>○ Outlook</li> </ul> </li> <li>• Administrative experience within a large organisation</li> <li>• Experience of Pathology systems administration</li> <li>• Experience of integration engine software</li> <li>• Experience of writing standard operating procedures</li> <li>• Understanding of project management principles</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form</p> <p>Application form</p>
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work flexibly to meet needs of the service</li> <li>• Ability to travel to and work across multiple sites</li> <li>• Good attendance record</li> <li>• Fit to do the job role</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>Application form / Interview</p> <p>Application Form</p> <p>References</p> <p>Occupational Health</p>

