

MANCHESTER UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Scientific Administrator, ERNDIM
Division:	St Mary's Hospital
Directorate:	Division of Genomics
Department:	ERNDIM
Salary Band:	7
Hours of Duty:	37.5 Hours per week
Responsible to:	ERNDIM Executive Administrator
Accountable to:	Quality Manager, Genetic Medicine
Liases with:	ERNDIM Management Committees, ERNDIM colleagues, other members of the EQA office, users of ERNDIM services

1. ROLE OF ERNDIM

ERNDIM (www.erndim.org) is an independent, self-funding, not for profit provider of External Quality Assessment (EQA) schemes in the field of biochemical genetics. ERNDIM has an international role serving more than 410 laboratories in 62 countries. The EQA schemes are provided by a network of experts, based in 10 different countries, and administered from an office hosted by the Genome Diagnostic Laboratory, St Mary's Hospital, Manchester University NHS Foundation Trust (MFT) and physically based with EMQN CIC¹ in Manchester Science Park, United Kingdom. ERNDIM contributes to Clinical Governance on a national and international level through monitoring of the performance of clinical biochemical genetics laboratories. The service aims to reduce harm to patients caused by erroneous test results, and to improve test quality by education and demonstration of best practice. *[Additional background information is provided in Appendix I.]*

2. JOB SUMMARY

- The Scientific Administrator is responsible for assisting and supporting the Executive Administrator in organising and managing the External Quality Assessment (EQA) schemes, and other activities of ERNDIM, which are critical to the function of ERNDIM.
- There are two main roles for this post:
 1. Providing administrative, communication and financial support for the ERNDIM network, including facilitating accreditation of ERNDIM to ISO 17043:2010, harmonising the organisation of the EQA schemes and liaising with external providers of subcontracted services.
 2. Planning and managing training events on behalf of ERNDIM and also SSIEM (The Society for the Study of Inborn Errors of Metabolism) a partner organisation of ERNDIM.
- In both these roles the post holder will report to the ERNDIM Executive Administrator as line manager.

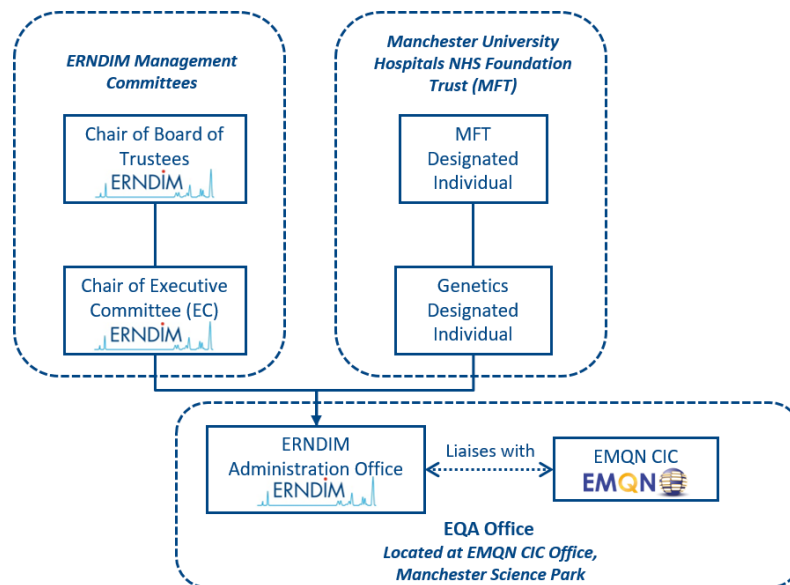
¹ European Molecular Genetics Quality Network, a provider of Molecular Genetics EQA schemes

3. DIMENSIONS

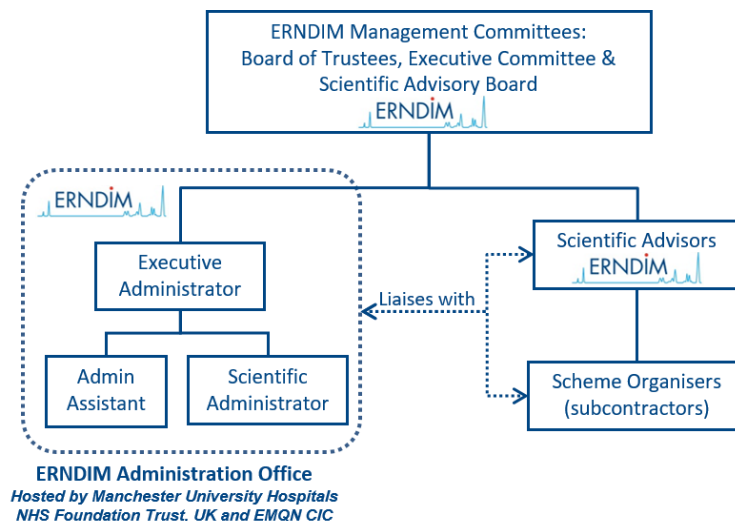
ERNDIM monitors clinical diagnostic laboratory performance nationally and internationally and accordingly contributes to Clinical Governance (also at a national and international level). The service provided by ERNDIM is a mandatory component of Laboratory accreditation to ISO 15189 – its aim is to reduce harm to patients caused by erroneous test results, and to improve test quality by education and demonstration of best practice.

4. ORGANISATIONAL POSITION

1. ERNDIM / Host Organisation



2. Summary of ERNDIM Management Structure



Note: National / International Accountability is to the ERNDIM Board of Trustees

5. MAIN DUTIES AND RESPONSIBILITIES

Managerial

- To assist in the proper running and further development of ERNDIM, as directed and mandated by the ERNDIM Management Committees.

- To facilitate ERNDIM's application to the United Kingdom Accreditation Service (UKAS) for accreditation to ISO 17043 and subsequently ensuring adherence to the Quality Standards required to maintain accreditation including taking responsibility for a designated component of quality management / governance (for example, document control, audit etc).
- To organise and attend international ERNDIM Management Committee meetings, and other meetings as required, ensuring budgets are met and act as the secretariat to the ERNDIM Management Committee as required.
- To achieve high operational standards by prescribing and promulgating these standards to the relevant ERNDIM staff.
- To assist in the management of junior staff as required, according to its Organisation's policy and procedures.
- To be responsible for aspects of EQA scheme project management including planning and implementation of logistics in support of ERNDIM and liaising between the ERNDIM Scientific Advisory Board and the external organisations commissioned to provide and distribute materials.

Scientific and Technical

- To undertake complex calculations, manipulations and interpretation of data requiring long periods at the computer and a high degree of accuracy, so as to ensure the accuracy and appropriateness of all reports - annual and monthly (including expert commentaries and surveys of recent literature sent to all participants and written and verbal communications with individual participants) - prepared by the post holder often working under considerable time pressure in order to meet essential deadlines.
- To maintain full and accurate records of all work performed and complete other appropriate records ensuring integrity and EQA participants' confidentiality is maintained.
- To be responsible for and carry out proactive surveillance of participants' performance to assist the Executive Administrator and ERNDIM Management Committees in providing reports and feedback to laboratories and regular reports to relevant regulatory authorities, reports which may result in clinical laboratories with unacceptable performance being required to stop performing tests.
- To ensure the efficient and effective logistical management of all services provided by ERNDIM.
- To understand and explore the needs of ERNDIM participants in order to recommend service adaptations to ensure the usefulness or appropriateness and quality of service paying close attention to content, time, accuracy, level of information and cost.

Informatics

- To comply with local and national policies for the safe, secure and confidential processing and storage of technical and other information provided by ERNDIM participants or related to patients treated at MFT or elsewhere, in accord with local, national and other policy and to use ERNDIM Databases according to authorised protocols.
- To be competent in the use of Microsoft office (or equivalent) including spread sheets and processing of data for audit, research and other scientific information gathering, including preparation of complex graphs for ERNDIM Annual Reviews and other reports.

Educational

- To organise and manage international training events on behalf of ERNDIM and SSIEM, ensuring budgets are met.
- To maintain and update educational curricula and training resources for ERNDIM and SSIEM.
- To be aware of the scientific literature through conventional or web based electronic resources.

- To disseminate the experience of administering the network to internal and external collaborators as appropriate and participate in the publication and dissemination of the results of the network, through reports in scientific journals, national and international scientific meetings and workshops as appropriate.
- To participate in Continued Professional Development in consultation with the ERNDIM Executive Committee.

Financial

- To work within agreed ERNDIM policies and procedures when carrying out any financial transactions within the network.
- To act within the standing financial instructions of the host institution.

General

- To comply with the policies and procedures of the MFT Organisation, by observing and adhering to local and national health and safety policies, maintaining good work relations with all members of staff, promoting effective teamwork, and treating everyone associated with MFT and all ERNDIM participants with courtesy and respect, at all times maintaining and promoting the professional image of ERNDIM and MFT Organisation.
- To be personally responsible for his/her own work and workload management, working with a high degree of autonomy, subject to the supervision and direction of the ERNDIM Executive Administrator or other designated senior staff.

6. SYSTEMS

The post holder is required to spend long periods of time in front of the computer, and has knowledge of and uses:

- The ERNDIM databases and websites and their uses for data input, analysis and production of reports for participants, management committees, scheme organisers, and national, international, and other advisory groups.
- The MFT computer system for Intranet access and e-mail communications, word processing and statistical and graphical applications (e.g. Excel).
- The Genetic Medicine Quality Management System for document control, audit and other associated QMS activities including error logging.
- NHS and other Project Management methodology.
- MFT incident reporting procedures (e.g. Ulysses).
- Relevant local, national and international standards (e.g. UKAS and ISO standards) and guidelines (e.g. Association for Clinical Genetic Science Best Practice Guidelines, NICE, Royal College of Pathologists, College of American Pathologists).

7. ASSIGNMENT AND REVIEW OF WORK

The post holder:

- Works autonomously, with a high level of individual responsibility, with or without scientific and technical support, within the overall direction of the ERNDIM Executive Administrator.
- Participates in meetings of all ERNDIM staff to discuss strategic objectives, evaluate progress, audit ERNDIM errors (agreeing remedial action to be taken), and agree on assignment of work.
- Participates in meetings of the EQA and Quality Team to discuss wider objectives relating to the EQA team and quality management workload.
- Is subject to annual appraisal by the ERNDIM Executive Administrator.

8. DECISIONS AND JUDGEMENTS

The post holder:

- Works autonomously to implement managerial and technical policies, procedures and guidelines relating to the work of ERNDIM.
- Assists the Executive Administrator in managing the ERNDIM workload, staff deployment and allocation of resources.
- Organises their own time and prioritises work accordingly.
- Contributes to the supervision of trainee and other scientific, technical and administrative staff as appropriate.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Communicating with other MFT staff, individual participants and colleagues or larger groups of scientists and clinicians (from hospitals, universities or diagnostic manufacturers nationally and internationally), whether in writing, by telephone or in person, is a challenge that requires both specialist knowledge and excellent communication skills.
- Assessing and interpreting ERNDIM data is a demanding role requiring specialist knowledge, analytical and mathematical skills, and the ability to concentrate on and manipulate large amounts of numerical laboratory data for long periods of time.
- The nature of the work is often unpredictable, requiring multitasking and frequent changes to work prioritisation, as well as being subject to frequent interruptions e.g. from telephone calls and other members of staff seeking advice. An ability to work under pressure, to handle complaints effectively and to communicate clearly with all grades of staff in many different organisations is essential.

10. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to:

- Communicate effectively with ERNDIM network members and management committees, the SSEIM Education and Training Committee, staff from the EQA Team and host laboratory, MFT, and University of Manchester.
- Work as an active, supportive and encouraging member of the ERNDIM Network and also within the EQA office within MFT; helping to build co-operation and showing a flexible approach to delivering results for the ERNDIM Network.
- Interact with clinical scientists and other health care professionals as required at local, national and international level, including participating in professional networks of staff.
- Investigate, identify, troubleshoot and communicate about errors and / or complaints in order to ensure their effective and rapid resolution.
- Motivate and train junior staff.
- Maintain participant confidentiality in line with ERNDIM policy.

11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

- Combination of sitting, standing and walking.
- Occasional requirement for lifting (e.g. equipment).
- Frequent requirement for sitting in a restricted position for long periods of time in front of a VDU while preparing reports at computers, while retaining a high degree of concentration and requiring keyboard skills.

Mental

- There is frequent requirement for prolonged intense concentration with frequent interruptions for enquiries, immediate advice, handling complaints etc. These interruptions are unpredictable and may require multi-tasking and reprioritisation of work pattern.

- Occasionally need to challenge vigorously medical or managerial opinions, maintaining conviction in own knowledge and opinions.

Emotional

- Occasionally required to direct staff to implement changes with which they may not agree to some aspect of work procedures or priorities.
- Occasionally need to challenge vigorously medical or managerial opinions.

Environmental

- This post will be at the EMQN CIC Office in Manchester Science Park. The post holder will also be required to attend meetings outside the office, including meetings outside the UK, as appropriate. The post holder is expected to work such hours as may be required for the proper, effective and timely performance of his/her duties under the terms of their contract.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

See person specification.

13. OTHER

- This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

14. RISK MANAGEMENT

It is a standard element of the role and responsibility of all MFT staff that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

15. HEALTH AND SAFETY REQUIREMENTS

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardise the health and safety of either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at Work.

The postholder must not wilfully endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

All accidents must be reported to your senior manager and you are asked to participate in accident prevention by reporting potential hazards.

16. CONFIDENTIALITY AND INFORMATION SECURITY

The post holder is required to maintain confidentiality at all times in all aspects of their work. This duty lasts indefinitely and will continue after the post holder has left trust employment. All Information that identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

17. TRUST POLICIES

MFT operates a range of policies (available on the Trust intranet). All MFT employees must observe and adhere to the provisions outlined in these policies.

NO SMOKING POLICY

- MFT has a smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will agree not to smoke on hospital premises.

TEAM BRIEFING

- MFT operates a system of team briefing that is based on the principles that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing.

Infection control

- It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

Security

- The post holder has a responsibility to ensure the preservation of all ERNDIM, EMQN CIC and NHS property and resources.

Equal opportunities and fair treatment

- The Trust is an equal opportunities employer.
- The postholder will immediately report to their line manager any breach or suspected breach of both equal opportunities and fair treatment guidelines.

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.

18. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each post holder to whom the job description applies.

Post Holder's Signature:

Date:

Head of Department Signature:

Date:

Appendix I. Remit and organisation of ERNDIM

Background

ERNDIM (www.erndim.org/) is an independent, self-funding, not-for-profit foundation which provides External Quality Assurance (EQA) schemes, in the field of Inborn Errors of Metabolism (IEM), to clinical laboratories from around the world.

ERNDIM began as an EU funded project in 1994 and developed over time into a self-funding network of international experts who each volunteer their time to provide an EQA scheme in their particular area of expertise within the field of IEM. Its remit is to promote and improve quality in biochemical genetics testing through the provision of EQA schemes and a growing commitment to providing training for laboratory scientists. ERNDIM is administered by an Executive Committee which is governed by the ERNDIM Board. The EQA schemes are co-ordinated by a third ERNDIM committee: the Scientific Advisory Board (SAB). When all three ERNDIM committees are being referred to they are called the ERNDIM Management Committees. ERNDIM is a truly international organisation with 13 different countries being represented on the three Management Committees.

The ERNDIM Administration Office has been hosted by MFT since 2011. Originally the Administration office was physically located, alongside the EMQN (a provider of EQA schemes in the field of molecular genetics) as a sub-department for EQA (the "EQA Office") within the Genome Diagnostics Laboratory, a section of the Manchester Centre for Genomic Medicine. However, the Administration office is now physically located with EMQN on Manchester Science Park. The ERNDIM and EMQN administrative teams continue to work closely together and have a mutually supportive relationship.

Operational policies and staffing

ERNDIM has a formal service level agreement with the MFT Organisation and employs 4 dedicated members of staff. Under the overall direction of the ERNDIM Executive Committee, the day-to day scientific activities of ERNDIM are delivered independently from the host organisation, while in other matters (e.g. safety, staff conditions of employment) the ERNDIM Administration Office works closely with MFT staff in implementing organisational policy.

Range of tests monitored

IEM are disorders of metabolism which have a genetic basis. While these disorders are individually rare, with approximately 459 disorders identified and a total incidence of approximately 1:1500, they are collectively both clinically and economically significant. Due to their rarity, efforts to improve diagnosis and treatment for inborn errors of metabolism require a network approach on an international basis. Each of the EQA schemes that ERNDIM provides covers laboratory testing for a different specific area of IEM.

The ERNDIM EQA schemes evaluate the performance of participating laboratories for specific tests against pre-defined criteria by means of inter-laboratory comparisons. ERNDIM provides qualitative, quantitative and hybrid EQA schemes. The qualitative schemes assess laboratories' abilities to correctly diagnose a clinical sample based on a short clinical description and the results of their analyses; while the quantitative schemes assess laboratories' abilities to correctly identify and analyse levels of specified analyte; and the Hybrid schemes include elements of both quantitative and qualitative analysis.

Volume of service and workload

In 2022 ERNDIM provides 16 EQA schemes to 413 laboratories from 62 countries, with over 2000 individual scheme participations. For many of the EQA schemes ERNDIM is the only provider, world-wide, of such testing. ERNDIM also develops new EQA schemes which are initially supported by ERNDIM as smaller pilot schemes so they can be assessed to see if they would be viable as full ERNDIM EQA schemes.

The ERNDIM SAB plans the EQA schemes and, due to the way that ERNDIM evolved as a network of experts, the scheme organisation is sub-contracted out either to an expert centre or companies experienced in the field that also provide other EQA schemes. The Administration

Office liaises with the SAB and the scheme organisers to co-ordinate the EQA schemes ensuring they are provided according to an agreed timetable.

Results submitted by participating laboratories are assessed (blind) by the Scientific Advisors according to the scoring criteria for each scheme and reports issued to each laboratory. An annual report is issued for each EQA scheme detailing performance levels and discussing any issues arising from that EQA run.

Quality Assurance of ERNDIM activity

All hospital laboratories must show satisfactory performance in the ERNDIM (or other equivalent EQA) schemes in order to gain Accreditation. ERNDIM is working towards accreditation to ISO standard 17043 and will then be subject to regular external independent review by the United Kingdom Accreditation Service (UKAS).