

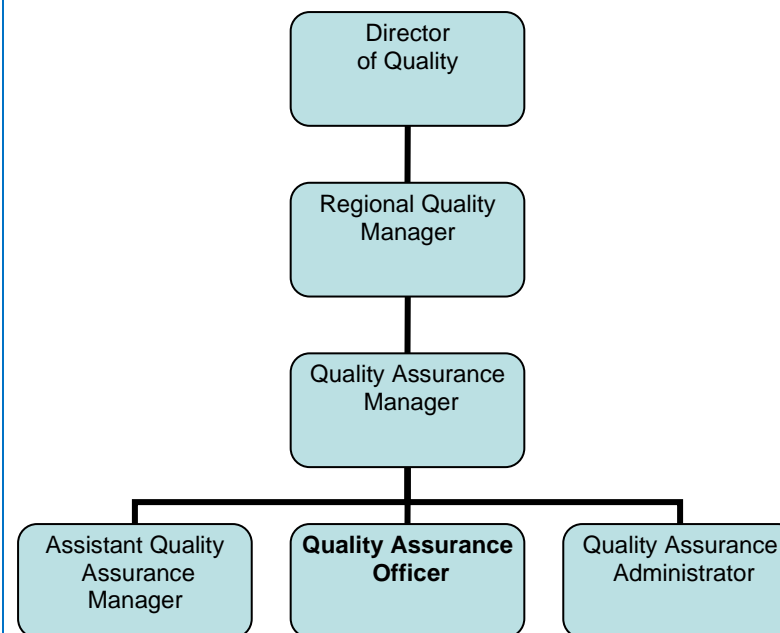
Quality Assurance Officer (Band 6)

Recruitment Profile - This is a summary of the Job Description and Person Specification

About the Role

- You will assist the Quality Assurance Manager in the smooth running of the Quality Assurance Department, including team briefings, training, planning and prioritising workload of the team.
- You will be responsible for assisting in the licensing and accreditation activities by liaison with all departments, providing advice and training in the NHSBT quality management systems.
- You will assist in the management of an incident reporting system, and a complaints handling system, by engaging with both internal and external stakeholders
- You will be a key contact within the Quality Assurance team offering support and advice on routine day to day activities and future direction and change within a project environment.
- You will help to drive forward change within the organisation through participation in continual improvement activities and conducting a programme of internal audits.
- To support activities some travel throughout the UK and spending some time away from base, which may involve working irregular hours and occasional overnight stays may be required, this will be with prior notice.

Organisation Structure



About Us

Our **Core Purpose** is to save and improve lives while demonstrating our values every step of the way

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process.

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Experience in a regulated (Good Manufacturing Practice, NHSBT or equivalent) environment.
- Knowledge and understanding of human organ, tissue and cells, blood and medicines legislation across the UK.
- Knowledge of diagnostic testing, donation of blood and tissues, principles of the collection and storage of tissues, principles of organ donation and transplantation.
- Knowledge of blood collection, testing, manufacturing and issuing processes.
- Experience of working with information technology using Microsoft Office packages (Word, Excel and PowerPoint), or equivalent systems.
- Experience of using IT systems to produce reports and correspondence which are timely, professional and accurate.

Skills and Abilities

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Recognise your own job role boundaries / limits of practice and know when to ask for guidance
- Follow written instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

Qualifications and Training

- Educated to degree level in a related subject e.g. Biomedical Science, Pharmaceutical or equivalent professional qualification or experience
- Evidence of continuous professional development.