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Director of Blood Supply

Grade: ESM2

Closing Date: 11 June 2023

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Candidate Information Pack

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About us

NHS Blood and Transplant is a Special Health Authority dedicated to saving and improving lives. We are an essential part of the NHS providing a wide range of services making the most of absolutely every donation – from blood and organs to tissues and stem cells. Few organisations have the ability to reach so many, delivering the best possible service to patients, donors and the NHS. The range of our work providing diagnostic and therapeutic services, organ donation & transplantation, and blood supply, demands that our operations are world class, providing a safe, reliable and efficient supply across the UK by working seamlessly with an unparalleled range of stakeholders including government, volunteers, the health sector and academia.

We were formed in 2005 by bringing together the National Blood Service and UK Transplant. It is now one of the largest and most effective organisations of its type in the world.

We employ over 6,400 people across the UK, with total revenue of over £531 million per annum, delivering blood and blood-based therapies across England; Diagnostic and Therapeutic services globally; and organ donation and supply services for the whole of the UK. As an organisation, equality of opportunity and appreciation of diversity in its many forms is central not only to our relationships with employees but also to our donors and the patients we serve.

We stand for helping ordinary people to do something extraordinary, saving and improving the lives of others with their valuable donations.

To achieve this, we deliver:

- over 1.4m units of red cells, 250,000 units of platelets and 200,000 plasma components for transfusion to 260 hospitals
- 4,000 life-saving organs to 29 UK Transplant Centres
- over 6,000 human tissue products and 2,000 corneas for transplant
- 10,000 procedures to around 2,000 patients and donors
- over 1,800 life-saving stem cell transplants
- a number of related services such as solid organ tissue typing and cord blood banking
- the support for a significant research and development programme operated in partnership with a number of the UK's leading universities
- expert advice to other NHS organisations, the Department of Health and Social Care, Ministers and devolved administrations

We are immensely proud that our activities support the incredible altruism and generosity of our donors, bringing together communities across the country.

To find out more, please visit <https://www.nhsbt.nhs.uk/> to view videos which explore the journey of donors.

Where we operate

28 blood and plasma donor centres
and **50** mobile teams

12 regional organ
donation teams

2 world-class tissue banks and
4 regional donation teams

8 regional Therapeutic Apheresis
Service (TAS) units

6 specialist laboratories for cellular
and molecular therapies

14 main centres with manufacturing, pathology,
donation and other specialist facilities

What we deliver

Over **1.4m** units of red cells, **250,000** units
of platelets and **200,000** plasma components
for transfusion to **260** hospitals

4,000 life-saving organs
to **29** UK Transplant Centres

Over **6,000** human tissue products
and **2,000** corneas for transplant

10,000 procedures to around
2,000 patients and donors

Over **1,800** life-saving
stem cell transplants



Welcome message from Jo Farrar, CEO

Blood and Transplant



Thank you for your interest in the Director of Blood Supply for NHS Blood and Transplant ('NHSBT'), a critical role in a unique organisation.

As an essential part of the NHS, we make the most of every donation – from blood and organs to tissues and stem cells. We are a health care, biomedical manufacturer and supply chain organisation. But at our heart, we are an organisation that enables daily acts of altruism – from the thousands of blood donors who come out every day to the families who, at the most difficult time, agree for their loved ones to become organ and/or tissue donors. It is for these donors, families and that we strive to be the best in everything we do.

Our mission is to save and improve lives. As we look to the future, our ambition is to save and improve even more lives, building a world where every patient receives the donation they need. To deliver this vision, we have five priorities: growing and diversifying our donor base; modernising our operations; driving innovation into practice; collaborating with partners; and investing in people and culture. You can find out more about our strategy here: <https://www.nhsbt.nhs.uk/who-we-are/performance-and-strategy/our-strategy/>

As our Director of Blood Supply you will be instrumental in the delivery of this strategy; and the blood strategy published here: <https://nhsbtdeb.blob.core.windows.net/umbraco-assets-corp/26903/nhsbt-5-year-blood-service-strategy-2022.pdf> You will be part of the senior team leading this organisation through the next chapter of our very long and proud history. This is a rare national leadership role that will influence the lives of millions of people.

We are dedicated to ensuring a strong, positive and inclusive culture so we can serve the public and patients. We want a culture that enables each of us to be our best, that encourages everyone to be able to speak up if they see something wrong or something which might be done better. We want a culture where everyone is valued for who they are and what they contribute. One of our organisational priorities is to tackle health inequalities. To do this we need to attract a more ethnically diverse donor base so the NHS can improve the lives of the thousands of patients who don't yet receive the treatment or care that they need.

If you are looking for an opportunity to apply your experience on the Board of a purpose driven organisation at the heart of the NHS, look no further than NHSBT.

Thank you for your interest – we look forward to hearing from you.

The role



Blood and Transplant

The Director of Blood Supply has overall responsibility for the delivery and management of an integrated, end-to-end blood supply chain, from collections through to hospital delivery, optimising end-to-end operations to meet hospital demand, whilst maintaining clear focus and adherence to GMP and other regulatory, health, safety and environmental standards. Over the next few years, an important part of this role will be modernising and streamlining operations to improve the safety, reliability and efficiency of blood supply, as well as improving clinical outcomes by introducing new products and technologies, such as genotyping.

You will lead circa 3,000 people working across England to collect and manufacture over 6,000 units of blood 7 days a week from fixed and mobile sites, including three manufacturing and two testing sites. You will also direct the operation of a logistics fleet of in-house and outsourced vehicles, to ensure 24/7 delivery of routine and emergency blood products in line with hospital customer demands.

You will be a key member of the NHSBT Board and as a member of the NHSBT Executive Team you will support the Chief Executive in the running of our organisation. In both of these roles the Blood Supply Director takes shared executive corporate responsibility for strategic planning, corporate policy-making and the delivery of our Strategic objectives.

You may be home-based but will be expected to make regular visits to sites across the country, this will include some overnight stays.

Role dimensions

Budget Accountability	Pay and non-pay costs: £150m
Staff	Direct line management responsibility for c3,000 colleagues (c2,500 FTEs)
Other numbers	Plan and resource c17,500 blood donation sessions, manufacturing and testing 2 million of blood components and completing 150,000 deliveries a year to hospitals 24 hours 7 days a week

Key challenges

- Delivering year on year savings to reinvest in price, change and transformation;
- Improving resilience to fluctuations in hospital demand as well as donor and other supply side challenges;
- Introducing new products and technologies to improve the clinical outcomes associated with blood transfusion; and
- Improving employee engagement to create a fully inclusive culture where everyone can contribute to their full potential.

Key responsibilities

Strategy, Operations and Performance

- Owning the strategy for the end-to-end blood supply chain, from collections through to hospital delivery;
- Developing and implementing an operating model that optimises safety, resilience, efficiency and sustainability;
- Ensuring 24/7 delivery of routine and emergency blood products, meeting highest levels of On Time in Full Performance and customer satisfaction;
- Ensuring that customers of blood components receive high levels of service and satisfaction;
- Working collaboratively with the AMD Transfusion to shape the blood demand forecast and own its conversion into collection and manufacturing plans; and
- Accountable for consistent presentation of brand identity through any interactions with donors or hospital customers or through the use of any logistics vehicles.

Donor Experience

- Partnering with the Director of Donor Experience to deliver the desired donor experience at the point of collection; and
- Working collaboratively with the Donor Experience team to plan and resource blood donation sessions, collection, manufacturing and delivery to hospitals whilst ensuring resilient stock is in place.

Quality and compliance

- Ensuring that blood and components are manufactured in accordance with established quality standards, procedures and regulations, allowing NHSBT to deliver safe products to hospitals; and
- Ensuring that the whole blood supply chain operates to the very highest regulatory, health, safety and environment standards.

Leading People

- Providing visible and strong leadership focused on the delivery of strategic priorities and key performance indicators;
- Identify, develop and nurture high potential talent, ensuring a sustained succession pipeline;
- Developing and maintaining a working environment where staff feel comfortable and confident to comment and contribute new ideas; and
- Being a positive advocate for our work with internal and external stakeholders.



The person

Above all else, you will be expected to display the NHSBT values:

Caring – We care about our donors, their families, the patients we serve, and our people.

Expert – We are expert at meeting the needs of those who use and operate our service.

Quality– We provide quality products, services and experiences for donors, patients and colleagues.



You will also be able to demonstrate the following:

- End to end supply chain experience, having successfully run large-scale manufacturing and logistics operations over multiple locations;
- Board level experience;
- Leading transformational change from strategy development to implementation, with a strong continuous improvement mindset;
- Demonstrable experience in driving improvements in efficiency, resilience, safety and sustainability in a multi-site complex organisation;
- A highly agile approach and the ability to develop solutions in a rapidly changing environment;
- Excellent communication, relationship building and influencing skills;
- Experience of championing diversity and inclusion and promoting actions to make improvements as well as experience of creating diverse and inclusive teams that are motivated and inspired to work together to achieve a common objective; and
- Educated to degree level or equivalent relevant experience.

Terms of Appointment



Blood and Transplant

Salary	ESM2 £146,450 to £161,600
Car/car allowance:	Lease car scheme available - subject to eligibility criteria
Pension:	NHS Pension Scheme
Holidays:	27-33 days (depending on service) plus 8 statutory holidays
Location:	Flexible

NHSBT promotes and supports the use of a range of flexible working patterns to enable employees to balance home and work responsibilities, and as a Disability Confident employer, we positively welcome applications from people with a disability or impairment. We are committed to making reasonable adjustments to ensure that they can participate fully in the recruitment and selection process so please specify these in your application.

We offer a guaranteed interview scheme for all disabled applicants who provide evidence of meeting the minimum essential requirements necessary for the post, as set out in this applicant pack.

How to Apply



Candidates should apply for this role through the NHS Jobs Website.

Click on the 'apply' button on NHS Jobs and follow the instructions to submit a CV and Supporting Statement (max. 750 words).

The closing date for applications is 23:59 11 June.

Twenty-Seven Consulting is acting as an advisor to NHSBT on this appointment. For further information about the role or the process, please contact Hello@twentysevenconsulting.co.uk.

GDPR personal data notice According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express Consent.

You will be asked to confirm consent in your application form, and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

Selection Process

Applications will be reviewed by a panel who will look at the Qualifications, Skills and Experience provided in the submitted CVs and supporting statements. Please note, your application must provide evidence of the skills & experience, as outlined in 'The Person' section of this pack, to be progressed to the next stage.

First Stage Interview/assessment

Candidates successful at the review stage may be invited to attend a first stage interview/assessment.

Stakeholder Engagement Exercise

Shortlisted candidates will be asked to take part in a stakeholder engagement exercise. Further details will be provided.

Psychometrics

Shortlisted candidates will be asked to undertake a psychometric assessment. Further details will be provided.

Final Panel Interview

Interviews will be held face to face in Bristol w/c 26 June or w/c 3 July.

Diversity & Inclusion

We are passionate about creating an inclusive workplace that promotes and values diversity. We know through experience that different ideas, perspectives and backgrounds create a stronger and more creative work environment and help towards making NHSBT a great place to work for everyone. We welcome applications irrespective of people's age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, neuro-diversity or other personal circumstances. We are particularly keen to hear from those currently under-represented in the organisation. We are committed to policies and procedures that ensure that all applicants are treated fairly and consistently at every stage of the recruitment process, including the consideration of reasonable adjustments for people who have a disability. If you would like an informal conversation, please do get in touch with the recruiting manager as listed on the advert.



Our Equality Standards

NHSBT promotes and supports the use of a range of flexible working patterns to enable employees to balance home and work responsibilities, and as a Disability Confident employer, we positively welcome applications from people with a disability or impairment. We are committed to making reasonable adjustments to ensure that they can participate fully in the recruitment and selection process so please specify these in your application.

We offer a guaranteed interview scheme for all disabled applicants who provide evidence of meeting the minimum essential requirements necessary for the post, as set out in this applicant pack.

To support our Public Sector Equality Duty, we participate in external monitoring standards which hold us accountable for improving workforce diversity and equality. These are the Workforce Race Equality Standard and the Stonewall Workplace Equality Index.

Our organisational accreditations include: [Disability Confident Employer](#) [Stonewall Diversity Champion](#) [Mindful Employer](#)

Workforce Race Equality Standard

The NHS England 'Workforce Race Equality Standard' (WRES) requires all NHS organisations to measure, demonstrate and publish their annual race equality improvements for each of the WRES indicators.

Staff Networks

We have staff-run networks helping to promote an inclusive culture at NHS Blood and Transplant. Our Women's Network, LGBT+ Network, Ethnic Minority Networks and Disability and Health scheme use the skills and resources of colleagues to add value to our organisation. Further information can be found by visiting: <https://www.nhsbt.nhs.uk/who-we-are/our-staff/#networks>



Our Offer to you

NHSBT offers a range of great benefits, these are just some of the reasons why our people love working here.

Pay and starting salary

We offer competitive rates of pay and our reward and recognition systems operate in an equitable, fair, transparent and objective way.

Our pay scales include incremental progression (where your salary increases progressively through the salary steps within your grade). New employees normally start at the bottom of the appropriate grade, although the recruiting manager can recommend a higher starting salary by taking into account relevant skills and experience.

Pension

As soon as you start with us, you'll automatically become a member of the NHS Pension Scheme, if eligible. This is a defined benefit scheme and is not dependent on investment returns. Further details and an outline of the full benefits can be found [here](#). If you are not eligible to join the NHS Pension Scheme, we'll provide an alternative.

Annual leave

We appreciate there's more to your life than working, and we actively encourage our employees to make the most of their holiday allowances. We have a generous annual leave entitlement of 27 days per year, rising to 29 days after 5 years service and 33 days after completing 10 years service. In addition you will be entitled to 8 bank holidays per year. Leave is pro-rata for part-time workers.

If you've been employed by the NHS before joining NHS Blood and Transplant, your previous service is counted towards your higher leave entitlement.

Training and career development

Shine: Passport to Development is the umbrella term used for the learning and development strategy at NHS Blood and Transplant (NHSBT). It encompasses all the ways that NHSBT is supporting staff to 'shine' and excel in their job roles.

The Shine: Passport to Development is open to all employees at every level regardless of job title. We have experts located across the country to help you with your developmental needs either individually or for your team.

Work/life balance

We are committed to creating a working environment where you can successfully balance your working and home lives. We understand that traditional work patterns don't suit everybody and that an individual's needs vary greatly over the course of a career.

We aim to be as flexible as possible, considering options that include variable hours and part-time working. We also provide assistance with childcare vouchers and carer support.

There's support and advice available to you regarding health and wellbeing, including flu vaccinations, physiotherapy sessions, occupational health support and reasonable adjustments where required. You can also use our Employee Assistance Programme, which provides 24 hour confidential and independent information and emotional support.

For further information on our benefits package please visit our careers website: <https://www.nhsbt.nhs.uk/careers/your-benefits/>

Key Dates



Blood and Transplant

Closing Date	11 June
Shortlist	16 / 19 June
Psychometric Assessments	From 19 June
Stakeholder panel	w/c 19 June or w/c 26 June
Panel interview	w/c 26 June or w/c 3 July

Please note that these dates are only indicative at this stage and could be subject to change. Please let us know in your application letter if you are unable to meet these timeframes.