

Job Description

1. JOB DETAILS

Job Title: Business Support Officer

Grade: Admin and Clerical Grade 4

Responsible to: UK NEQAS President/Director

Reports to: Executive Manager

Location: UK NEQAS Office, UK NEQAS Immunology Immunochemistry and Allergy (IIA), Northern General Hospital, Herries Road, Sheffield S5 7AU

Minimum Requirements:

2. JOB PURPOSE

- 2.1 Provide PA support to the Executive Manager and President
- 2.2 Provide specific clerical, secretarial and business and administrative support for the UK NEQAS Office
- 2.3 Provide support and cover during absences for the Executive Manager, providing an efficient, timely, accountable service
- 2.4 To answer the telephones as first point of contact
- 2.5 To maintain and update the UK NEQAS website in liaison with the web hosting company
- 2.6 To produce publicity and promotional material
- 2.7 Perform accountancy duties on SAGE 50

3. ROLE OF THE DEPARTMENT

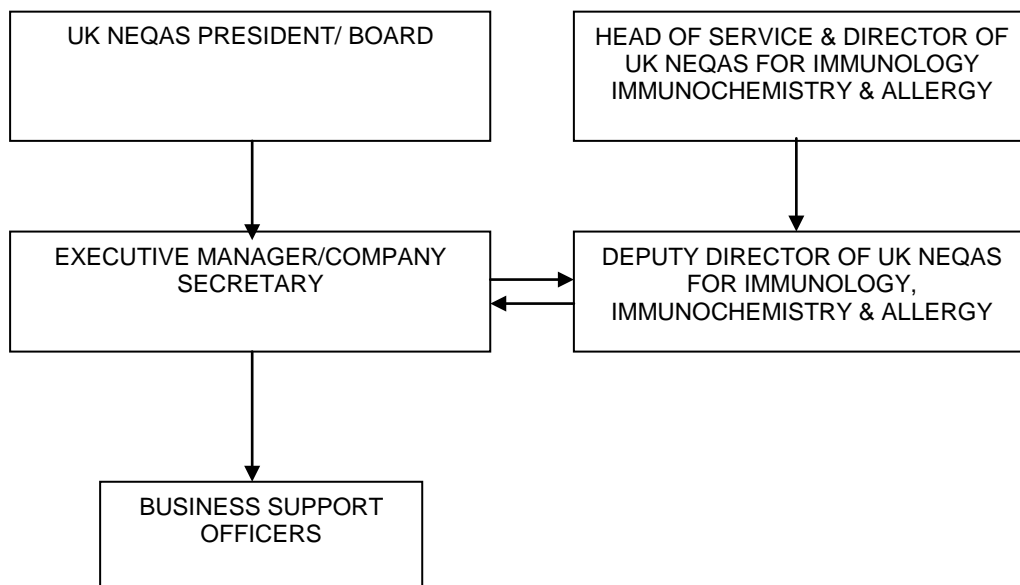
United Kingdom National External Quality Assessment Service (UK NEQAS) advances education and promotes presentation of good health by providing external quality assessment services for clinical laboratories. Greater than 95% of public and private sector laboratories offering a clinical service in the UK participate in the relevant UK NEQAS scheme. The turnover of UK NEQAS is in excess of 12 million per annum, including income from participants outside the UK, predominantly from within the EEA, but extending worldwide for some Centres.

In 1992 the Department of Health devolved the responsibility of oversight of UK NEQAS schemes to the scheme organisers/directors whom established an Association. In 1995 the Association was incorporated as a private company limited by guarantee (Company No. 3012351) with charitable status (Registration No. 1044013). The Association elected a board of directors, the board currently comprises of 12 members (maximum 13) these are either scheme organisers/directors or scheme managers. The members of the board perform the duties of company directors and trustees of the charity.

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART

United Kingdom National External Quality Assessment Service (UK NEQAS)

(The Office currently locates within the Immunology, Immunochemistry and Allergy Scheme)



5. MAIN DUTIES AND RESPONSIBILITIES

General

- 5.1 Performs clerical, secretarial and business and administrative duties for the UK NEQAS Office
- 5.2 PA to Executive Manager (see 4)
- 5.3 PA to the UK NEQAS President (see 4)
- 5.4 Maintains the board's meetings schedule by planning and scheduling meetings, conferences and teleconferences
- 5.5 Taking minutes at UK NEQAS Meetings (including UK NEQAS Board of Trustees and Annual Conference) some of which may be off site and may require long distance travel (UK) and overnight stays
- 5.6 To take minutes for working groups and other committees and chase actions
- 5.7 Answers enquiries from participants, UK NEQAS scheme staff and other outside agencies; via telephone, letter, e-mail or web forum
- 5.8 Organising own work load and that of the Office
- 5.9 Ensures continued day to day service of the Central Office in the Executive Managers absence
- 5.10 Initiates, develops and maintains, as required, new administrative systems/processes needed for the efficient and smooth operation of the UK NEQAS Office, liaising with other members of staff including the President, directors and members were appropriate
- 5.11 Prepares agendas, minutes and papers for meetings
- 5.12 Responsible for monitoring and ensuring completion of follow up actions from minutes by reminding responsible staff
- 5.13 Any other duties commensurate with the role as requested by the Executive Manager and President

Information Technology

- 5.14 Assists the Executive Manager in the development, operation, management and maintenance of IT systems.

Quality Management System

- 5.15 Responsible for the development, operation, management and maintenance of the Quality Management System.
- 5.16 Performs audits for Quality Management System as directed
- 5.17 To produce and review Standard Operating Procedures as directed
- 5.18 Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunction; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques

Marketing and Promotion

- 5.19 Responsible for the delegated maintenance of the UK NEQAS website (updating and uploading information)
- 5.20 Responsible for the design, production and distribution of quarterly newsletter
- 5.21 Responsible for the design, production and distribution of publicity material and presentations
- 5.22 Responsible for the UK NEQAS trade stand at Scientific Conferences and Exhibitions. This involves long distance travel to (UK) and Non - UK venues transporting display stand literature and promotional items and several over- night stays

Finance

- 5.23 To check and enter suppliers invoices/Committee members travelling claims on SAGE 50 Accounting System
- 5.24 To produce handwritten cheques and maintain cashbook
- 5.25 Bank Reconciliation
- 5.26 Raise precept invoices to member schemes (PQA/UKNEQAS)
- 5.27 Raise invoices for Pathology Quality Assessment
- 5.28 Raise invoices for PQA participant meetings
- 5.29 Produce Steering Committee/SAG statements
- 5.30 Produce PQA statements
- 5.31 To debt chase PQA and UK NEQAS
- 5.32 To order and maintain a supply of stationery and other associated equipment for the UK NEQAS Office

6. FINANCIAL MANAGEMENT RESPONSIBILITIES (including estimated size of budget)

N/A

7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)

N/A

8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

N/A

9. WORKING RELATIONSHIPS (please identify the main personnel with whom the post holder will be required to communicate with and advise internally and externally)

Communicate with

- 9.1 Head of Service/UKNEQAS Director of Immunology, Immunochemistry and Allergy
- 9.2 UK NEQAS Deputy Director/centre manager
- 9.3 UK NEQAS President
- 9.4 Executive Manager
- 9.5 Directors/Trustees of UK NEQAS board
- 9.6 UK NEQAS scheme organisers/directors and managers and staff based at hospitals and universities throughout the UK
- 9.7 Administration staff
- 9.8 UK NEQAS Steering Committee members
- 9.9 UK NEQAS participants worldwide
- 9.10 UK NEQAS distributors worldwide
- 9.11 Medical and clinical scientific staff and other senior laboratory staff
- 9.12 Medical diagnostic companies
- 9.13 Personnel in other wards and departments
- 9.14 Suppliers
- 9.15 Other health care workers and outside agencies
- 9.16 UK NEQAS company accountants (Barber Harrison and Platt)
- 9.17 Information technology (IT) consultants
- 9.18 External Stakeholders (DOH, Royal Colleges, IBMS, ACB etc)

Provide advice to

- 9.19 Executive Manager
- 9.20 Administrative staff
- 9.21 President, Vice Presidents of UK NEQAS Executive Board
- 9.22 UK NEQAS Scheme Organisers/Directors and Manager
- 9.23 UK NEQAS Participants

We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce