

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Business Support Officer

Grade: £25147- £27,596

Hours: 37.5

Responsible to: UK NEQAS President/Director

Reports to: Business Finance Manager/Company Secretary

Location: UK NEQAS Central Office, Northern General Hospital, Herries Road, Sheffield S5 7AU

Minimum Requirements:

2. JOB PURPOSE

- 2.1 To provide secretarial and administrative support for the UK NEQAS central office
- 2.2 To support the UK NEQAS operation and strategic development
- 2.3 Deputising for other staff during periods of absence to ensure the continued, uninterrupted operations of central office
- 2.4 Minute taking at Board and Working Group Meetings via video conferencing and occasionally F2F meetings off-site involving long distance travel
- 2.5 Providing pa (personal assistant) support to the business and finance manager/company secretary and president
- 2.6 Provide administrative support for educational webinars
- 2.7 Assisting in the development and management of the quality management system

3. OUR MISSION:

Improving global diagnostic testing for the benefit of patients through quality assessment and education

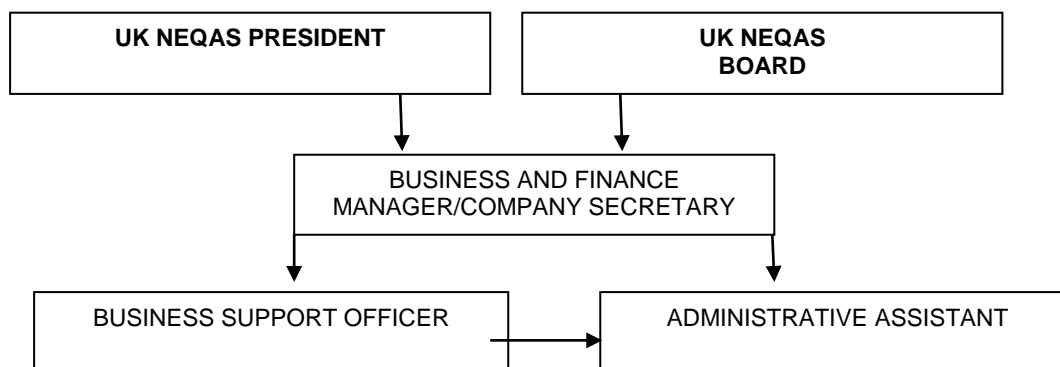
For over 50 years members of UK National External Quality Assessment Service (UK NEQAS) have been world leading providers of clinical laboratory external quality assessment programmes and the UK NEQAS central office have supported them on their mission.

UK NEQAS is a registered company limited by guarantee with charitable status and is located at UK NEQAS central office at the Northern General Hospital in Sheffield. UK central office provides support to its 20 members through the UK NEQAS board and working groups, acting as first point of contact for participants and distributors, old and new. We offer a single voice to government and professional bodies. Markets and promotes the UK NEQAS brand via exhibitions, webinars, educational meetings and through the production of promotional materials.

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART

United Kingdom National External Quality Assessment Service (UK NEQAS)

(The office is currently located within the UK NEQAS Immunology, Immunochemistry and Allergy Scheme Unit)



5. MAIN DUTIES AND RESPONSIBILITIES

General

- 5.1 To perform secretarial and administrative duties for the UK NEQAS central office
- 5.2 To maintain the board and working groups meeting schedules by planning and organising meetings, conferences and teleconferences
- 5.3 To prepare agendas, minutes and papers for meetings (UK NEQAS working groups and Annual Conference)
- 5.4 To take minutes at UK NEQAS meetings (including UK NEQAS board of trustees, UK NEQAS working groups and annual conference) and any other meetings requested by the board some of which may be off site and may require long distance travel in the UK and overnight stays
- 5.5 Assist in monitoring and ensuring completion of follow up actions from minutes by reminding responsible staff
- 5.6 Answer enquiries from participants, UK NEQAS scheme staff and other outside agencies; via telephone, letter, e-mail.
- 5.7 PA to the UK NEQAS president and business and finance manager
- 5.8 To order and ensure adequate levels supplies and equipment for the uninterrupted operation of UK NEQAS central office
- 5.9 Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunction; calling for repairs; maintaining equipment inventories
- 5.10 Organising own work load effectively
- 5.11 Ensures continued day to day service of the central office
- 5.12 Participates in continuous service improvement and innovation.
- 5.13 Any other duties commensurate with the role as requested by the executive manager and President or required by the needs of the service
- 5.14 Participates in appraisal & personal development

Quality Management System

- 5.15 Assist in 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 (SOPS) as directed
- 5.18 Maintains ISO standard document control

Marketing and Promotion

- 5.19 Assists in the production and distribution of newsletters
- 5.20 Assist in the production and distribution of publicity material and presentations
- 5.21 Provides support for education webinars
- 5.22 Attends 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
- 5.23 Assists in planning and preparation of exhibition stands

Finance

- 5.24 Maintain purchase order system
- 5.25 Generate invoices and ensure payment
- 5.26 To check and enter suppliers invoices on SAGE ONE
- 5.27 Raise invoices to member schemes on behalf of PQA/UKNEQAS
- 5.28 Raise invoices for Pathology Quality Assessment (PQA) activities
- 5.29 Produce PQA statements
- 5.30 To debt chase PQA and UK NEQAS outstanding debts

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 executive manager
- 9.2 business support assistant
- 9.3 UK NEQAS president
- 9.4 directors/trustees of UK NEQAS board
- 9.5 UK NEQAS scheme organisers/directors and managers and staff based at hospitals and universities throughout the UK
- 9.6 administration staff
- 9.7 UK NEQAS steering Committee members
- 9.8 UK NEQAS participants worldwide
- 9.9 UK NEQAS distributors worldwide
- 9.10 medical and clinical scientific staff and other senior laboratory staff
- 9.11 medical diagnostic companies
- 9.12 personnel in other wards and departments
- 9.13 suppliers
- 9.14 other health care workers and outside agencies
- 9.15 UK NEQAS company accountants (currently Barber Harrison and Platt)
- 9.16 information technology consultants (currently Highlander)
- 9.17 external stakeholders (DHSE, Royal Colleges, IBMS, ACB, UKAS etc)

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