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JOB DESCRIPTION

Job Title: Head of Donor Request Management	Department: Donor Request Management
Responsible to: Country Manager, Operations	Direct Reports: CT Team Lead, WU Manager (Team Lead), within a department of 16 staff
Location: Chiswick, London	Salary: £57,000 - £60,000 per annum

Purpose of role

- To be responsible for the staffing, business and financial management of DKMS UK's donor request management functions and activities.
- To be responsible for the development and implementation of strategic plans to grow the service, meet operational demand and achieve national and global KPIs.
- To be a member of DKMS UK's Senior Leadership Team (SLT).
- To collaborate, interact and report internationally within the wider DKMS Group, as part of the international donor request management functions operating in the group's other national organisations.
- To ensure that:
 - DKMS and its work are professionally and effectively represented in national and international forums related to blood stem cell provision.
 - The organisation and its work are fully compliant with relevant national and international regulation, legislation and standards, including the World Marrow Donor Association (WMDA), Human Tissue Authority (HTA) and Joint United Kingdom (UK) Blood Transfusion and Tissue Transplantation Services Professional Advisory Committee (JPAC), as they apply to DKMS UK.
 - Key stakeholder relationships and third party suppliers are effectively and professionally managed, maintained and developed.

Donor Request Management Department

The department is responsible for liaising with, and providing support to, our donors who have been identified as a potential stem cell match for a patient. The department's work mainly involves casework support and coordination for our life-saving blood stem cell donors, providing crucial information, help and guidance in DKMS' mission to find matching stem cell donor for every transplant patient that needs one. This work includes the evaluation of their medical suitability and eligibility. The department manages all processes from blood testing, medical examination and appointments to the donation itself. It guides and advises the donor at all stages and coordinates the communication between all involved international and national parties.

The Donor Request Management Department covers three stages in the process of matching potential stem cell donors with patients. The **Confirmatory Typing** stage confirms potential donors HLA typing (Human Leukocyte Antigen) and confirms donors' medical eligibility to donate and proceed to the workup stage. The **Work Up** stage includes the preparation and organisation of a stem cell donation and the transport of stem cells to patients both based in the UK and internationally. The final stage, **Follow Up/Donor Patient Contact**, provides support to donors after their donation and facilitates donor and patient contact, be it via anonymous correspondence or face to face meetings. The Donor Request Management Department uses a bespoke database system to



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manage all three stages of the donor journey and works predominantly by phone, email and post to communicate with donors.

Key internal and external relations:

- Country Manager
- Senior Leadership Team (SLT)
- Donor Request Management Team
- DKMS International Medical Team
- Potential and actual stem cell donors
- Medical Advisory Panel
- Healthcare professionals and medical advisers
- National and International Stem Cell Registries and Transplant Centres
- Key suppliers and third party organisations, including international stem cell courier organisations.
- Counterparts and colleagues in other DKMS companies internationally

Key Responsibilities

Leadership

- To be responsible for the staffing, business and financial management of DKMS UK's donor request management functions and activities.
- To manage the Confirmatory Team Lead and manage the Work Up Team Lead as well as the Follow-up team.
- To manage the relationship with our Medical Advisor and the physicians' team.
- To be responsible for the development and implementation of strategic plans to grow the service, meet operational demand and achieve national and global KPIs.
- To be a member of the senior leadership team, to contribute significantly to the senior leadership of DKMS and be a key part of the organisation's wider strategic business planning processes.
- To provide regular information and reports to the Country Manager and UK Board of Trustees, as required, including attending senior leadership meetings and relevant international management meetings, as necessary.
- To be a source of expertise, knowledge and guidance to the rest of the organisation on donor request management issues and the processes and practices related to blood stem cell donation, collection and transportation.
- To work collaboratively with other Heads of Department, notably the Head of Marketing & Communications and the Team Lead of Donor Services, to ensure a strategic customer journey is in place for all potential blood stem cell donors that maximises the opportunities of them being selected as a match for a transplant patient and then being able to donate their stem cells.
- To take responsibility for and act as second on-call

Quality improvement and compliance

- To oversee all operational systems and details for DKMS UK's stem cell and bone marrow donation process, including the transportation of stem cells to the transplant centre.
- To ensure robust systems, processes and checks are in place to ensure compliance of DKMS UK's donor request management work and activities with national and international regulation, legislation and standards, including but not limited to the World Marrow Donor Association (WMDA), Human Tissue



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Authority (HTA) and Joint United Kingdom (UK) Blood Transfusion and Tissue Transplantation Services Professional Advisory Committee (JPAC), as they apply to DKMS.

- To be responsible for the development and implementation of strong quality assurance and management systems that ensure agreed quality standards are met or exceeded, and that plans are in place for continuing improvement of DKMS UK's donor request management work.
- To ensure that the department's processes for identifying, reporting and reviewing quality incidents (Qis), serious adverse events (SAEs) and serious adverse reactions (SARs) are robust, adhered to and reviewed.
- To ensure a programme of continuing programme of quality improvement and increased efficiency is in place with the department, including regular reporting and management feedback.
- To identify and implement opportunities to digitise existing processes and systems where this would lead to increased donor satisfaction or create significant efficiencies.
- To ensure the principles of UK GDPR and DKMS UK's data protection and information security policies and practices are followed and adhered to in the department's work and the management of its blood stem cell donors' personal data.

Contract management and stakeholder relationships

- To ensure key contractual suppliers and third party relationships are monitoring and managed effectively, including through quarterly performance reviews.
- In conjunction with the CEO, be a key point of contact with and for DKMS UK's Medical Adviser and its Medical Advisory Panel, providing reports, monitoring, updates and feedback, as required.
- To cultivate and manage relationships with all relevant donor partners, such as collection centres/hospitals, GP services, testing clinics and couriers.
- To cultivate and manage relationships with all relevant patient partners such as hospitals, transplant centres, stem cell registries, etc.
- To be responsible for preparing, managing and chairing contract review meetings and stakeholder meetings with relevant external partners or contacts (as noted above).
- To represent DKMS at conferences and key events.
- Departmental and organisational management
- To prepare and monitor the department's budget and expenditure.
- To produce analysis reports on performance against overall budget and KPIs, producing recommendations for enhancement, improvement or corrective action as appropriate.
- Review and revise departmental Standard Operating Procedures (SOPs) and policies.
- To motivate, lead, managed and develop staff in the Donor Request Management department to enable high levels of performance as well as a productive and collaborative working culture.
- To liaise with international colleagues in the International Medical Team and other staff/teams within DKMS Global Group Development structure, currently based in Germany, and supply regular updates on UK activity, share best practice and work together on international projects or initiatives.
- To oversee the weekly 'on call' rota.

General

- To build and maintain constructive working relationships with counterparts and colleagues in the other DKMS organisations internationally.
- To attend at least one donor recruitment drive per year.
- To keep up-to-date with developments and learning in the fields of marketing and-communications, and stem cell donor recruitment/registration and transplantation. To gain the ability to take care of case management when shortage of the staff might require it?????



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- To comply with the organisation's health and safety, confidentiality, data protection and other policies, including those relating to the Human Tissue Authority and NHS Blood and Transplant standards.
- To meet with the CEO for the purpose of regular supervision and appraisal.
- To participate in staff training, organisation/team meetings and events, as required.
- To promote equality of opportunity and anti-discriminatory practices.
- Any other duties deemed appropriate by the CEO, subject to time and commensurate with level of responsibility and salary.

Person Specification

It is not expected that the successful candidate will necessarily have experience / competency in all the areas highlighted below. Support and training will be provided.

Experience/knowledge/education

- Educated to degree level or demonstrable equivalent experience.
- Significant experience working at a senior leadership level, ie, at least five years'.
- Experience of leading and managing a sizable department of team of at least 10 staff.
- Experience or knowledge of change management.
- Experience or knowledge of quality improvement/efficiency systems.
- *Desirable, but not essential:* experience at leadership or management level in a healthcare-related field.
- *Desirable, but not essential:* healthcare-related qualification.

Skills/Abilities

- Excellent communication, listening and interpersonal skills, with the ability to write and communicate with different audiences at all levels (both written and verbal, in a friendly and professional manner).
- Strong leadership abilities.
- Strong management skills.
- Able to demonstrate strong relationship building, collaboration and influencing skills.
- High level budgeting, business planning and financial monitoring skills.
- Strong project management skills.
- Ability to produce high quality written reports and presentations on donor request management matters for internal management purposes and for boards.
- Team player.
- Strong attention to detail.
- Able to work under pressure and meet deadlines.
- Forward thinking approach when working on individual tasks/projects, with the ability to think creatively to solve problems.
- Excellent IT skills, including a good understanding of Microsoft Office suite of programmes.
- Ability to understand complex health-related and medical issues.
- Ability to work with and understand complex database and CRM systems.
- Proactive and flexible, with the ability to work independently.
- Strong passion for the DKMS mission.

Work outside of core hours

Please note, this role involves regular national and international travel for the purposes of attending DKMS Group-wide activities and external meetings, including conferences and events, as well as for stakeholder relationship management purposes, and for personal training and development. For similar reasons, the role may involve some out-of-hours and weekend work, for which notice and time off in lieu will be given. The role will also be involved in overseeing and participating in the department's "on call" system and rota.

Values

DKMS works to a set of core values which it seeks to uphold and implement in everything it does, including leadership and management practices. The illustration below summarises DKMS core values and how these translate into organisational and individual behaviours.



Personal competencies

The table below sets out how our values relate to the competencies required for this role.

Competency area	Abilities... /Expertise or knowledge ...
Strives to make an impact ...	<p>... is committed to exceeding expectations</p> <ul style="list-style-type: none"> • Confident about proposing new ideas and solutions to the CEO and Senior Leadership Team about how the organisation can achieve its goals with increased impact. • Confident in making decisions about how to organise and schedule own workload and commitments, with constraints of deadlines • Not afraid to challenge ways of working in order to bring about improvements in working practices. • Able to analyse working systems, processes and data with a view to improving them and making them more efficient. • Confident that will succeed in delivering personal objectives and achieving ambitious KPIs. • Confident communicator when contacting potential donors, donors, healthcare professionals, suppliers and stakeholders over the phone, via email and in person. • Goes the extra mile to deliver results.
Self-starter ...	<p>... is highly motivated and open to challenging oneself</p> <ul style="list-style-type: none"> • Able to work on own initiative and identify what needs to be done before being asked. • Highly motivated and thrives on challenges. • Has the ability to remain focused under pressure. • Demonstrates ambition and an eagerness for personal development. • Has a “can do” approach to dealing with work challenges and dilemmas. • Uses insights gained from donor request management data and insight to identify or suggest possible new approaches. • Always seeks to develop good working relationships with new contacts that will further the organisation’s work and mission.

Competency area	Abilities... /Expertise or knowledge ...
	<ul style="list-style-type: none"> • Considers how to develop existing relationships into stronger engagement with the organisation's cause. • Proactively seeks out and recognises opportunities for development in area of work. • Able to prioritise own workload and have an organised, methodical approach.
Inspired by our vision...	<p>... is committed to the fight against blood cancer</p> <ul style="list-style-type: none"> • Works with passion, enthusiasm and dedication. • Can see the 'bigger picture' and works in a joined-up way. • Demonstrates a strong sense of empathy towards patients, donors, supporters and colleagues. • Understands the DKMS corporate culture. • Able to communicate and explain the mission of the organisation clearly and passionately, when interacting with donors, healthcare professionals, suppliers and stakeholders. • Understands the needs of people affected by a blood cancer diagnosis or blood disorder who needs to find a blood stem cell donor to give them a second chance of life. • Has a good understanding of DKMS' work in recruiting potential blood stem cell donors and helping facilitate the collection and transplant of stem cells for patients internationally.
Team player ...	<p>... has the ability and desire to work cooperatively with other team members</p> <ul style="list-style-type: none"> • Provides assistance, information and support to others, to build and maintain relationships across the organisation and internationally with other DKMS companies. • Respects others and embraces the values of diversity, equality, integrity and trust. • Listens and responds constructively to team members' and colleagues' ideas. • Collaborates with others across the organisation and at SLT level to manage time and resources effectively. • Contributes in team meetings, sharing knowledge of the sector to support overall development of the department and organisation. • Forms good working relationships with people in other departments throughout DKMS, both in the UK and overseas. • Strong knowledge of donor-related regulation, legislation and standards and good practice, which is happy to share with colleagues and the wider organisation.
Executes with excellence...	<p>... works diligently and continuously produces high quality work</p> <ul style="list-style-type: none"> • Effectively prioritises workload. • Achieves established goals within deadlines. • Develops excellent relationships with both internal and external stakeholders. • Has excellent attention to detail when analysing and reporting on management activity, data and trends. • Provides clear, insightful, high quality written reports and presentations on donor request management matters.



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Competency area	Abilities... /Expertise or knowledge ...
Embraces opportunities challenges the status quo and looks for opportunities to implement new methods of working <ul style="list-style-type: none">• Challenges the status quo and looks for opportunities to implement improved methods of working.• Open to different ideas, approaches, procedures and technology• Able to adapt to new situations.• Seeks opportunities to learn from colleagues both locally and internationally.• Considers developments in other similar organisations, learning from their experiences and introducing relevant information, ideas and intelligence for the benefit of DKMS.

Conditions of Employment

- 37.5-hour week, Monday to Friday (9am – 5pm).
- 27 days' holiday per annum (plus public holidays), increasing after two years' service by one day per year, up to a maximum of four additional days per year (ie, a total entitlement of 31 days per year after six years of service).
- DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.

Benefits

- Corporate Eye Care Scheme
- Life Assurance at 4 times basic salary
- Cycle to Work Scheme
- Season Ticket Loans
- DKMS pension scheme – employer DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.
- Further information on staff benefits are covered on the DKMS website.