



**WE DELETE BLOOD CANCER**

<b>JOB DESCRIPTION</b>	
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<b>Job Title:</b> Head of Quality, Risk, and Control	<b>Department:</b> Country Managers Office
<b>Responsible to:</b> Country Manager (Operations)	<b>Direct Reports:</b> 1
<b>Location:</b> Chiswick, London	<b>Salary:</b> £52,000 to £55,000 per annum

**Purpose of role**

DKMS is dedicated to saving lives through the donation and transplantation of blood stem cells. We are seeking a highly experienced and driven individual to lead our Quality, Risk, and Control function as a key member of our senior leadership team. This role is pivotal in ensuring that our organisation operates at the highest standards of quality, safety, and efficiency while minimising risks and maximising data-driven decision-making. The successful candidate will have over 10 years of managerial experience, with a strong focus on Quality Management, risk management, data analysis, and continuous improvement.

**CEO Office**

The CEO Office supports the Country Managers in their leadership and management of the organisation and comprises the roles of Projects and Quality Manager, HR Manager and PA.

**Key internal and external relations:**

- Country Managers
- Senior Leadership Team/Heads of Department
- Team Leads
- DKMS International Standards Experts/Group Development Leads
- Medical advisers and healthcare professionals
- Data Team/IT Team (local and international)
- All Staff
- Regulatory Bodies
- Accrediting Organisations (WMDA)
- Data Protection Authorities
- Partner Hospitals and Clinics:
- Suppliers and Vendors:
- Internal and External Auditors:

**Key Responsibilities**

- Develop and implement a comprehensive QMS tailored to the specific needs of our charity working with our international counterparts to ensure alignment, ensuring it meets or exceeds industry standards and regulatory requirements.
- Support the Country Managers by leading the organisation in adopting a continuous improvement mindset, encouraging innovation and the pursuit of excellence in all processes and outcomes.
- Oversee the design and execution of rigorous inspection and evaluation protocols for all operational activities, throughout the organisation.
- To lead and ensure compliance with relevant quality assurance or regulatory applications, submissions, responses, audit requests, including those from the World Marrow Donor Association.



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### **Standards and Procedures**

- Develop, document, and maintain clear and detailed standards and procedures to guide staff in delivering consistent, high-quality results.
- Regularly review and refine these standards to ensure they remain relevant and effective in a changing environment.

### **Data Collection and Analysis**

- Establish robust systems for the collection, analysis, and reporting of quality and performance data across all functions.
- Use advanced data analysis techniques to identify trends, root causes of issues, and opportunities for improvement.
- Oversee data integrity and accuracy, providing a reliable basis for decision-making at all levels of the organisation.

### **Performance Monitoring**

- Develop key performance indicators (KPIs) and other metrics to monitor the effectiveness of the QMS and other operational processes.
- Produce regular, detailed reports for the Board and senior management, highlighting areas of success and areas requiring attention.

### **Continuous Improvement**

- Lead initiatives to leverage data for continuous improvement, fostering a culture where data-driven decisions are the norm.
- Implement feedback loops that ensure lessons learned from data analysis are applied to refine processes, reduce waste, and enhance efficiency.

### **Risk Identification and Mitigation**

- Establish and maintain a comprehensive risk management framework that identifies, assesses, and mitigates risks across all areas of the organisation.
- Implement controls and safeguards to minimise the likelihood and impact of quality failures, data breaches, and Business risks.
- Ensure that all risk management activities are well-documented and align with regulatory requirements and best practices.

### **Incident Management**

- Systemise the logging, tracking, and analysis of process failures, data breaches, near misses, and red flags.
- Lead the response to any quality or safety incidents, ensuring they are resolved effectively and lessons are learned to prevent recurrence.
- Develop and oversee a robust incident remediation process, ensuring that corrective and preventive actions are implemented swiftly and effectively.

### **Data Protection and Compliance**

- Serve as the Data Protection Manager, overseeing compliance with data protection laws and regulations, including GDPR.
- Ensure that data protection policies and practices are integrated into the QMS and risk management frameworks, safeguarding the privacy and security of donor and patient information.

### **Leadership and Collaboration**

- Confidently present quality, risk, and performance data to the Senior Leadership team, providing clear, actionable insights and recommendations.



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- Collaborate with other senior leaders to ensure that quality and risk management priorities are aligned with the organisation's strategic goals.
- Lead the development and delivery of training programs that equip staff with the skills and knowledge necessary to uphold quality standards and manage risks effectively.
- Promote ongoing professional development and a culture of learning within the organisation, ensuring that staff are always informed of the latest practices and standards.

### **Policy Development and Review**

- Regularly review and update organisational policies related to quality, risk, and data management, ensuring they are fit for purpose and reflect the latest regulatory and industry standards.
- Own the process for policy changes, ensuring that any updates are thoroughly reviewed, communicated, and implemented effectively.

### **Continuous Improvement Initiatives**

- Lead the organisation in continuous improvement efforts, systematically identifying areas for enhancement and implementing solutions that drive operational excellence.
- Ensure that all improvement initiatives are grounded in solid data analysis and are aligned with the organisation's strategic objectives.

### **General**

- To be a source of expertise, knowledge and guidance to the rest of the organisation on quality assurance
- Support the implementation of a quality management system in accordance with DIN ISO EN 9001:2015
- To participate in the internal process and system audits according to ISO 9001:2015
- To lead and partake, prepare and accompany quality leads on external audits.
- Conducts supplier audits (e.g. collection centre audits)
- To ensure management, oversight and reporting systems are in place between DKMS UK's medical advisers, the Donor Request Management Department, the CEO's office and DKMS international medical networks.
- Preparation of regular global and local quality reports.
- 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 Country Manager 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 Country Manager, 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***

- Degree-level qualification in business management, data analysis, science, or a related field (or equivalent experience).
- Minimum of 10 years of managerial experience, with a proven track record in Quality Management, risk management, and data analysis.
- Demonstrated experience in building and implementing QMS from the ground up.
- Strong background in data-driven decision-making, with experience presenting complex data and recommendations at Senior Management and Board level.
- Sound auditing experience



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- Good knowledge of training and presentation techniques

### **Skills/Abilities**

- In-depth knowledge of the academic and practical foundations of QMS, risk management, and data analysis.
- Strong analytical skills with the ability to interpret and present complex data in a clear and actionable manner.
- Excellent communication and leadership skills, with the ability to influence and collaborate across all levels of the organisation.
- Proven ability to develop and implement effective policies, procedures, and training programs.
- Strong organisational skills with the ability to manage multiple priorities and projects simultaneously.
- Excellent communication, listening and interpersonal skills, with the ability to write and communicate to customers, stakeholders and colleagues at all levels (both written and verbal, in a friendly and professional manner).
- Excellent IT knowledge and skills, with an ability to be self-supporting
- Strong analytical skills
- Team player.
- Strong attention to detail.
- Able to meet deadlines.
- Forward thinking approach when working on individual tasks/projects, with the ability to think creatively to solve problems.
- Strong relationship building and collaboration skills Able to demonstrate ability and confidence in identifying internal process improvements.
- Proactive and flexible, with the ability to work independently.
- Strong passion for the DKMS mission.

### **Work/travel outside of core hours**

This role may involve some national and international travel for the purpose of training and meeting attendance.

### **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).

### **Benefits**

- Hybrid working: 3 days per week in the office, applicable after the first 3 months of employment.
- Corporate Eye Care Scheme
- Cycle to Work Scheme
- Season Ticket Loans
- DKMS pension scheme –employer DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.
- Life Assurance 4\* basic salary
- Further information on staff benefits are covered on our [website](#).