

JOB DESCRIPTION

Job Title: Transplant & Collection Centers Liaison Manager	Department: Donor Request Management
Responsible to: Head of Donor Request Management/ Country Manager	Direct Reports: None
Location: London, Chiswick	Salary range: £45,000 to £50,000 pa + benefits (salary negotiable based on qualification and experience)

Purpose

The Transplant Clinics, Registries and Collection Centers Manager will play a critical role in managing and enhancing relationships with key stakeholders, including transplant centres, Collection Centres, medical professionals, and internal teams. This position requires a dynamic and proactive individual who can effectively communicate DKMS's mission, identify opportunities for collaboration and through this help us to ensure every patient has access to a suitable blood stem cell donor. Collaborate and ensure the high-quality delivery of services to collection and transplant clinics, enhancing opportunities to support patient families in their search for a suitable donor.

Department: 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 arranges and 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 donor's 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 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:

Internal:

- Country Manager
- Senior Leadership Team (SLT)
- Donor Request Management Team
- DKMS International Medical Team
- DKMS Registry
- International Transplant Centre Services Team
- Donor Request Management Team
- Donor Recruitment Team colleagues
- Counterparts and colleagues in other DKMS entities internationally

External:

- Search Laboratories, Transplant Clinics and Collection Centres Physicians
- Physicians
- Laboratory staff
- Haematology nurses
- Specialist cancer units
- Apheresis units/staff
- Registries

Key Responsibilities

- To establish contact with transplant clinics, registries, search units in the UK including identifying decision makers and key persons in transplant clinics, registries and search units as well as related research work
- To maintain relationships with transplant clinics, registries, search units in the UK, including regular calls and visits
- Develops concepts to improve processes and enhance quality based on acquired knowledge.
- Supports transplant clinics with family typing for international family donors and organisation of stem cell donations.
- Advises international patients, primarily from countries lacking BMT infrastructure, and creates, coordinates, and dispatches newsletters and announcements to partners in collaboration with TCS.
- Creates SOPs and process descriptions, discussing best practices with stakeholders in the UK and DKMS Group.
- Prepares and conducts clinic visits in consultation with the Head of Donor Request Management Department, assesses the needs of respective partners during visits, and builds relationships with key contacts.
- Independently researches information on collection centers.
- Identifies decision-makers and key personnel.
- Carefully documents and comprehensibly prepares obtained information for other stakeholders.
- Establishes and regularly maintains contacts with new collection centers.
- Continuously updates contact details of collection centers in the DKMS database (DKMSOne/Core).
- Supports the Head of Donor Request Management and the Country Managers in the acquisition of new collection centers
- Arranges appointments with collection centers, in close cooperation with the department head, Workup, Follow Up and the CAPA Manager
- Analyses, defines, and continuously improves processes with collection centers in close alignment with Quality and CAPA Management.
- Develops DKMS quality standards for UK collection centers in collaboration with the Physicians Team and key units of the DKMS Group, such as the International Medical Science department and the International Medical Team.
- Prepares and accompanies audits (according to WMDA standards) of collection centers in cooperation with DKMS internal auditors, Workup, and Quality/CAPA.
- Works closely with the DKMS Group's Corporate Quality team, e.g., in the selection of tools/software for documenting information obtained from collection centers.
- Creates evaluations, compares developments (Infoserver queries/SQL queries), and makes them available internally.
- Shares experiences, findings, and information from discussions with collection centers with internal specialist departments and colleagues.



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- Ensures that processes for supporting collection centers are adhered to internally.
- Supports the Department Head and Country Manager in drafting contracts with collection centers to ensure requirements are complete and processes are up-to-date and of high quality.
- Maintains contracts of collection centers on Confluence or internal storage.
- Prepares contracts with collection centers for contract initiation and amendments in collaboration with the Head of Department and feedback from Workup, Follow-Up, and Legal Services.
- Implements a regular Collection Centre Call in the UK and a concept for a bi-annual in-person meeting in cooperation with medical teams, IMT, and TCS.
- Informs relevant stakeholders about collaborations after the conclusion of new cooperation agreements (e.g., Clinical Trials Unit, CTU, PT).
- Creates and prepares monthly KPIs, ensuring that Infoserver queries are up-to-date.
- Standardises processes through the creation and updating of SOPs.
- Introduces DKMS to contact partners and initiates business relationships.
- Maintains a strong understanding of and contacts within specialist departments and internal contexts.
- Develops concepts to improve processes and increase quality based on acquired knowledge.
- Advises specialist departments and colleagues with the knowledge gained.
- Moderates and records meetings with collection and transplant clinics.

General responsibilities

- To attend team, departmental and company meetings as appropriate to present progress.
- To be current and knowledgeable about blood stem cell donation and the DKMS global and national mission, goals and brand propositions to its various target audiences.
- 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 comply with the organisation's health and safety, confidentiality, data protection and other policies, including those relating to advertising standards, the Human Tissue Authority and NHS Blood and Transplant standards.
- 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.

Qualifications and Skills:

Bachelor's degree in a relevant field (e.g., healthcare, life sciences) or equivalent experience.

Experience:

- More than 3 years' experience in stakeholder management, healthcare coordination, or a related field.
- Experience in the non-profit sector or with a healthcare organisation is highly desirable.

Skills:

- Excellent project management skills and presentation skills
- Excellent communication and interpersonal skills.
- Strong public speaking abilities.
- Advanced knowledge of social media and internet research
- Ability to work independently and collaboratively within a team.
- Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook).
- Strong organisational and time management skills.
- Ability to travel as required

Personal Attributes:

- **Passionate:** A genuine passion for DKMS's mission and goals.
- **Proactive:** A self-starter who is motivated by achieving results and making a positive impact.
- **Empathetic:** Able to build trust and rapport with diverse stakeholders, showing empathy and understanding.
- **Detail-Oriented:** Strong attention to detail with a commitment to delivering high-quality work.
- **Flexible:** Adaptable and able to handle changing priorities and new challenges with ease.

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

Competency area	Abilities... /Expertise or knowledge ...
	<ul style="list-style-type: none"> • Confident in making decisions about how to organise and schedule own workload and commitments. • Not afraid to challenge ways of working in order to bring about improvements in HR working practices. • Able to analyse working systems and processes 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 • Strong in communicating Goes the extra mile to deliver results.
<p>Self-starter ...</p>	<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. • Always seeks to develop good working relationships • Proactively seeks out and recognises opportunities for development in area of work. • Able to prioritise own workload and have an organised, methodical approach.
<p>Inspired by our vision...</p>	<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 colleagues. • Understands the DKMS corporate culture. • Able to communicate and explain the mission of the organisation clearly and passionately.
<p>Team player ...</p>	<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 other team members’ and colleagues’ ideas. • Collaborates with others to organise time and resources effectively. • Contributes in team meetings, sharing knowledge of the sector to support overall development of the department. • Forms good working relationships with people in other departments throughout DKMS, both in the UK and overseas. • Working knowledge of regulations and good practice regarding data security and GDPR
<p>Executes with excellence...</p>	<p>... works diligently and continuously produces high quality work</p> <ul style="list-style-type: none"> • Effectively prioritises workload. • Achieves established goals within deadlines.

Competency area	Abilities... /Expertise or knowledge ...
	<ul style="list-style-type: none"> • Provides an excellent service to both internal and external stakeholders. • Has excellent attention to detail.
<p>Embraces opportunities ...</p>	<p>... challenges the status quo and looks for opportunities to implement new methods of working</p> <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).
- 25 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 29 days per year after six years of service).
- DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.

Benefits

- Hybrid working following 3 months' probation 3 days office based 2
- 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.