

**Name:**

**Department (and Section where appropriate):** Across departments (Probably Science Directorate)

**Grade:** G3

**Job Title:** LIMS Optimisation Manager

**Immediate Line Manager (Job Title):** CoTE – Science Director

### **Job Purpose**

To ensure that the LIMS system is configured optimally to support laboratory activities and processes across the company, now and in the future, in order to:

- Improve efficiency, reduce administration time and enhance robustness in data entry, data manipulation, report generation, checking/QA and other information management processes
- Facilitate integration with other teams that are responsible for other systems that handle information across the business
- Improve customer experience in terms of service provision, convenience and quality of laboratory interface and output
- Encourage consistency of systems and process, as far as is appropriate, across technical teams

### **Main Duties (including % of time spent)**

- To act as a central coordination point for super-user's requests and in configuring the LIMS system to meet the all user needs (45%)
- If necessary, i.e. where reprogramming may be needed, interact with software developers in IT or Labware, to implement changes and enable future enhancements or customisation (10%)
- To act as a central source of technical expertise in LIMS functionality, operation and configuration to support super users and provide updates/training where and when needed (20%)
- Where necessary to arbitrate between stakeholders if conflicting or incompatible demands are made. This will involve liaising with technical managers to resolve issues and where appropriate standardise system/processes (10%)
- To facilitate technical review, with technical managers, on future functionalities to enhance the benefits of LIMS implementation (10%)
- To interact with staff who have responsibility for other management software systems to ensure seamless integration between various packages, e.g. CRM (5%)

### **Knowledge, Skills & Experience**

- Degree or equivalent in science related subject plus relevant technical experience
- A thorough and deep knowledge of LIMS software
- Familiarity with good laboratory practices across a range of technical activities and disciplines
- Familiarity with laboratory process flows from initial enquiry right through to reporting and close off
- Experience in utilisation and/or configuration of complex software systems and familiarity with software engineering

### **KEY TASKS & RESPONSIBILITIES**

#### **1. Communications**

The job holder must be able to:

- Communicate directly and effectively with staff at all levels and translate complex principles into simple messages
- Interpret technical details and convert this into specific actions
- Interact with people with differing views and where necessary mediate
- Help/persuade staff to see and accept alternative ideas and points of view
- Produce clear written documentation and SOPs
- Produce clear written justifications for change implementation

#### **2. Analytical Skills & Creativity**

The job holder should have the ability to:

- Analyse complex information/needs and devise effective solutions and where necessary develop alternative approaches to problems or issues
- Analyse situations and gap analyses in order to determine most effective approaches in relation to software configuration and where necessary define needs for customisation
- Propose and develop processes that meet diverse needs across users whilst complying with company and externally defined policies and standards

**3. Management of Activities**

The job holder should have the ability to:

- Effectively manage time in relation to own responsibilities and in realistic configuration project development and planning
- Deliver project outputs in accordance with plans (time and budget) whilst utilising resource not directly under their own control
- Ensure all relevant stakeholders are actively engaged throughout the configuration process

**4. Management of People**

CoTE Science Director – **Job Holder**

No direct management but able to influence people across the organisation. This includes elements of change management

**5. Management of Finance & Resources**

- No direct budgetary responsibility but has a role to play in ensuring resources including contractors and consultants are utilised with greatest efficiency
- To ensure that the costs of LIMS implementation are controlled and optimised
- Able to identify and to recommend efficiencies in business processes that may have a financial impact

**6. Autonomy & Accountability**

The job holder is authorised to:

- Provide professional guidance to less experienced colleagues on technical matters relating to LIMS and its use
- Implement configuration changes within LIMS where they do not directly require or impinge on process changes
- Recommend changes in processes or systems in operating departments to the relevant HoD in order to optimise LIMS implement and improve efficiency
- Provide proposals/recommendations to the Director in relation to changes in higher level procedures impacting across more than one department

**7. Working Environment**

Requirement to travel between sites as necessary depending on specific project implementation needs

**8. Other designated job roles** (Please tick those applicable)

Quality Co-ordinator  
 Safety Co-ordinator  
 First Aider  
 First Aid Leader  
 Fire Officer  
 Fire Leader  
 Software Co-ordinator  
 Trained internal Auditor  
 Equipment Officer  
 Departmental Archivist  
 Hygiene Manager  
 Process Hall Manager  
 Event Director  
 Risk Assessor  
 Biological Safety Officer  
 Safety Representative  
 Safety Committee Member  
 Sample Receipt Steward  
 Authorised Driver (in line with Car Policy)

**DSE User****Manual Handler****Signed & Dated**

Job Holder ..... Date .....

Line Manager ..... Date .....