

JOB DESCRIPTION

Position Title	Quality & Compliance Manager	Department	Quality
Generic Job Title	Quality Manager	Segment	
Team Band		Location	UK
Reports to	UK&I Quality and Compliance Manager	Office / Unit name	Labcorp UK (Harrogate & Leeds)

ORGANISATION STRUCTURE



Job Purpose

The Quality & Compliance Manager for Labcorp has operational responsibilities for GXP Quality Compliance in the account. This is an important role which has wide exposure to management providing a unique opportunity to learn the company's varied and diverse activities and has great opportunities for future career progression.

The Pharma Quality & Compliance group provides support to the wider global pharmaceutical and healthcare operational teams working on the Labcorp and other national and GSA accounts. The group conducts audits, provides input into training and quality investigations, all of which to ensure GxP regulations are satisfied.

This position is site based, however travel is expected within the UK to the second site.

Accountabilities or “what you have to do”

- Delivery of quality and compliance support to the Sodexo operational teams in the Labcorp account.
- Perform audits of all 'GxP' services which Sodexo provide to Labcorp. These services include Distribution and Logistics, GMP cleaning, Pest control, Lab Housekeeping services, Scientific support services, Contract management, equipment and lab instrument services and facilities management (e.g. buildings/equipment maintenance, calibration, qualification).
- Develop and continuous improvement of the Global Quality Management System for Sodexo's pharma business.
- Work with Labcorp and Sodexo teams to investigate root-causes, analyse and implement corrective action and preventative actions, particularly where GxP deficiencies are noted.
- Present quality related topics to local Labcorp management; both FM and Quality.
- Perform investigations and special projects as required by Sodexo senior management locally and for the C of Excellence Quality and Compliance Team.
- Maintain communication with key Sodexo and client personnel.
- Provide guidance and assistance to Quality and Compliance staff (Sodexo and client).
- Conduct training in GxP and QMS topics, to the wider Sodexo operations team.
- Assist the Business development teams in bidding / securing new business for Sodexo.
- Execute various processes (e.g. QMS / documentation control, change control, risk management, non-conformance and CAPA management, 3rd party management) in compliance to relevant standards.

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

Successful client and regulatory audits of Sodexo GxP activities across the Labcorp sites.

Timely reporting and investigation of quality related incidents and audits.

Added value to the business through implementing efficient, standardised systems and processes.

Good team player, with an ability to be self managed.

Flexible to perform ad hoc assignments (special audit requests, serious quality investigations, due diligence etc.)

Continuous development on technical and business skills and knowledge

Dimensions

Financial	None - For commercial awareness only
Other	This is an important role within the Sodexo organisation, with oversight from senior Sodexo management. The role is focussed on supporting GxP activities at Labcorp, however any other skills (e.g. Pharma GxP knowledge, EH&S, finance, project management, people management) that the individual may have will be expected to be utilised.

Skills, Knowledge and Experience

Essential

- Candidates should have a solid grounding and practical experience in working in the Pharmaceutical environment, particularly in a GXP Quality function, laboratories and facilities management areas. The candidate should have an in depth knowledge of working in a Pharmaceutical regulated (GxP) environment, and the standards which must be met to assure patient safety and product quality.
- The candidate should also have a good background in auditing.
- Reporting: Ability to write persuasive and effective reports and communications, which clearly define findings and their causes, and recommendations made.
- Analytical Skills: Must possess strong analytical skills. The ability to systematically gather information from a variety of sources, analyze information, identify implications of data, draw appropriate conclusions, generate viable alternative solutions to a question or problem and have the ability to apply Quality Risk Management processes to evaluate the consequences of choosing each alternative.
- As this role interacts with senior client representatives, and senior Sodexo staff, excellent communications skills (verbal and written) are required, with an ability to recognise the values within different cultures and acknowledge different ways of working.
- A science degree or equivalent experience.
- Fluent English + other relevant major languages is an advantage

Desirable

Profile of the candidate we are looking for:

- Ambitious
- Initiative taker, proactive
- Positive
- Team player
- Listens well
- Capacity to persuade
- Open-minded towards other cultures/people
- Autonomous
- Flexible
- Hard worker
- Methodical and rigorous
- Commercial awareness and judgement with an understanding of wider Implications of their actions
- Pharmaceutical or Healthcare Quality Assurance experience
- Project management experience
- Membership of professional 'Quality' institutions or other Professional body.
- Qualifications in regards to Quality & Compliance or Scientific subjects, including Science Degree / Auditing / Risk Management.

Contextual or other information

None.

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