WORKFORCE DEPARTMENT
GIBRALTAR HEALTH AUTHORITY
ST BERNARD'S HOSPITAL

Job Description

Job Title : PATHOLOGY SERVICES MANAGER

1. JOB PURPOSE

To lead the GHA Pathology Laboratory team, providing strategic direction, operational leadership, and quality assurance across all pathology disciplines. The post holder will ensure service excellence, regulatory compliance, and cost-effectiveness, while driving innovation, digital transformation, and modernisation.

The role will ensure alignment with GHA-wide priorities including clinical governance, risk management, patient safety, and continuous improvement. The post holder will also represent the GHA within the UK Overseas Territories (UKOT) Pathology Network and other relevant professional forums.

The role includes responsibility for:

- Multi-disciplinary laboratory services (Blood Sciences, Microbiology, Cellular Pathology, Immunology, POCT, Mortuary, Public Analyst)
- Integration of Consultant Pathologists, Haematologists, and Microbiologists into the leadership and governance structure
- Aspire UKAS ISO 15189:2022 accreditation
- Workforce leadership across scientific, technical, and clinical teams

2. POSITION IN THE ORGANISATION

Director General
↓
Director of Operations
↓
Pathology Services Manager
↓
Consultant Clinical Leads (Pathology, Haematology, Microbiology)
Laboratory Managers (All Disciplines)
Quality & Governance Manager

3. KEY RELATIONSHIPS

The post holder will establish and maintain effective relationships with:

- Consultant Pathologists, Haematologists, Microbiologists
- Senior Biomedical Scientists and Laboratory Managers
- Director of Operations and Director General
- Clinicians and clinical directorates
- Government bodies and regulatory agencies
- UKOT Pathology Network partners
- Suppliers, contractors, and referral laboratories

4. RESPONSIBILITIES

A. Managerial & Leadership Responsibilities

- Provide clear, effective leadership for pathology services, ensuring patient-centred, high-quality, and efficient operations.
- Manage and develop a multidisciplinary workforce, promoting continuous professional development, accountability, and excellence.
- Integrate Consultant Pathologists, Haematologists, and Microbiologists into operational and strategic decision-making.
- Oversee workforce planning, recruitment, training, retention, and succession planning for scientific, technical, and consultant roles.
- Lead regular meetings with section heads and consultant clinical leads to monitor performance, quality, and strategic priorities.
- Ensure effective communication between laboratory staff, clinicians, and external stakeholders.
- Oversee IT and digital transformation initiatives, including LIMS, POCT connectivity, digital histopathology, and automation.
- Ensure compliance with Health & Safety standards, COSHH, and risk assessments.
- Develop and implement contingency plans to ensure service continuity during disruptions.
- Work with the Director of Operations on service delivery, operational planning, and the implementation of the Pathology Strategy.

B. Clinical Leadership & Consultant Integration

- Establish a joint clinical–operational governance structure with consultant clinical leads.
- Ensure consultants contribute to:
    - Clinical quality and interpretive services
    - Infection control and antimicrobial stewardship
    - Blood transfusion safety and haematology governance
    - Diagnostic accuracy and reporting standards
- Support the Director of Operations in ensuring safe, evidence-based clinical practice across all pathology disciplines.
- Ensure consultant involvement in service planning, rota design, and workforce development.

C. Service Development & Improvement

- Lead the implementation of the Pathology Strategy, ensuring alignment with GHA clinical and organisational goals.
- Identify opportunities for service expansion, modernisation, and sustainability, including automation and digitisation.
- Strengthen collaboration with requesting clinicians to ensure services meet clinical needs.
- Monitor emerging technologies and best practices, adapting service models to improve efficiency and patient outcomes.
- Lead transformation programmes including digital pathology, molecular diagnostics, and POCT expansion.

D. Budgetary & Resource Management

- Manage the pathology budget, ensuring financial sustainability and alignment with cost-saving initiatives.
- Lead procurement and contract management for equipment, consumables, and digital systems.
- Ensure referral laboratories and suppliers meet performance and quality criteria.
- Identify and secure external funding opportunities where feasible.

E. Governance, Quality & Compliance

- Lead in the Pathology Quality Management System (QMS) supported by the Q-Pulse system, and aspire to implement ISO 15189:2022 accreditation
- Chair or co-chair a Pathology Quality & Governance working group
- Ensure robust systems for clinical governance, risk assessment, incident reporting, and quality audits.
- Promote a culture of continuous quality improvement and evidence-based practice.
- Ensure compliance with internal and external policies related to patient safety, laboratory standards, and ethical considerations.
- Ensure effective handling of complaints and service feedback.

F. Network & External Partnerships

- Represent GHA pathology services within the UKOT Pathology Network, contributing to shared standards, benchmarking, and collaborative initiatives.
- Participate in regional working groups on quality, workforce, digital systems, and clinical governance.
- Ensure alignment with network-wide standards and innovations.

G. Other Duties

- Provide input into business cases and policy development for future service advancements.
- Support cross-departmental initiatives that enhance diagnostic services and patient care.
- Undertake any other duties consistent with the role and grade.

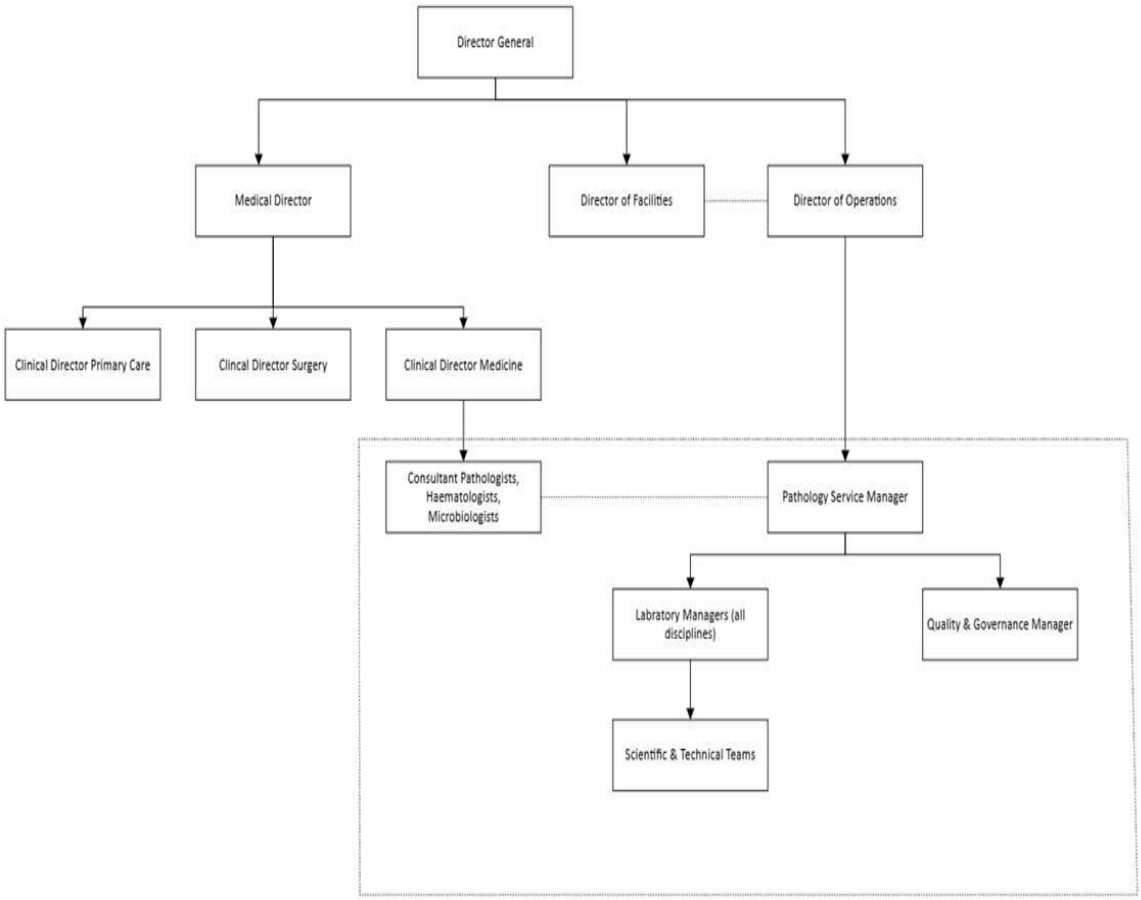
5. HEALTH & SAFETY

- Promote best practice in health, safety, and security of self and others.
- Maintain a safe and pleasant environment for patients and staff.
- Report accidents and near misses and take corrective action.
- Maintain high standards of hygiene and infection control.
- Comply with all GHA policies and procedures.

6. DATA PROTECTION, CONFIDENTIALITY & CONDUCT

- Maintain confidentiality of patient, staff, and organisational information in accordance with GHA policies and the Gibraltar Data Protection Regulations.
- Avoid conflicts of interest and uphold the highest standards of professional conduct.
- Adhere to the GHA Smoking Policy and promote health-positive behaviours.

7. ORGANOGRAM



Due to the transformational agenda the GHA is going through, it is likely that the responsibilities of this post will evolve over time. The duties of the post holder will be subject to regular/appraisal and any amendments will be made in consultation and agreement with the post holder.

This Job Description if a reflection of the post at the present time and is subject to alterations in detail and emphasis in the light of any future development in consultation with the post-holder.

Signature of Post-holder…… Date……

Signature of Head of Dept. Line Manager …… Date …….

First Review Date:

Review Date: Yearly:

PERSON SPECIFICATION

Essential Criteria	**Desirable Criteria**
Knowledge &Qualifications	
Degree and/or an appropriate professional qualification or equivalent	
Masters level qualification or equivalent specialist knowledge acquired by experience	
Experience	
Previous managerial experience in a large and complex organisation	Experience of working in a busy pathology/laboratory setting
Proven experience analysing and interpreting performance data	
A proven record of success in managing change while also developing and maintaining high standards of quality	
Skills & Abilities	
Excellent communication skills, including the ability to liaise, negotiate and influence effectively at Divisional management and all senior levels	
Quality focused with an innovative approach and the ability to solve complex problems	
Excellent IT skills including Microsoft Office packages	
Other Requirements	
Demonstrate a commitment to self-development with ability to demonstrate knowledge of current thinking and policy affecting health and public sector	
A commitment to promoting equality and diversity in the workplace and in service delivery and development	