# NORTHUMBRIAN WATER GROUP

## <u>JOB DESCRIPTION</u>

| JOB TITLE | Sampling Scheduling Co-ordinator | REPORTS TO | Technical Manager Laboratory Informatics |
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| DIRECTORATE | Regulation and Assurance | LOCATION | Hybrid (Home/Howdon/Hanningfield/Horsley |
| DATE | April 2024 | GRADE | 10 |

| PURPOSE | Prepare and programme the multiple sample programmes across the business including regulatory and operational water and wastewater, OSM and UWW programmes to the agreed scheduling specifications, deadlines and within appropriate regulatory parameters.<br><br>Monitor and review the sample programmes throughout the year, including managing any shortfalls and rescheduling any resamples as required to ensure compliance to DWI, MCERTS and other regulations as required.<br><br>Liaise with the Sampling Team to ensure a manageable and balanced sample schedule is maintained within the associated regulations and within the available resources of the sampling team to maximise the efficiency of the overall process.<br><br>Work with the Technical Lead to develop more effective sampling scheduling processes and to test and innovations undertaken by the informatics team to streamline and automate the scheduling processes.<br><br>Key relationships<br>Internal (Scientific Services/NWG):<br><br>• Informatics Team<br>• Sampling Manager and Team Leaders/supervisors<br>• Laboratory Leadership team<br>• Lab/Customer/ Team Leaders and team members<br>• Accreditation Team<br>• Sampling Team<br>• Water Quality / Wastewater Support Compliance Teams<br><br>External:<br>• IS Product Manager<br>• Thermo Product management and support<br>• CSOLS Product Management and support<br>• External auditors and regulators (UKAS/EA/DWI) |
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| ACCOUNTABILITIES | • Gather customer requirements and agree sample programme content.<br>• Production of accurate sample programmes within agreed deadlines, testing and making changes and amendments prior to implementation.<br>• Ensure no unnecessary sample events are included to result in accurate, streamlined and cost-effective programming year on year.<br>• Document and transfer knowledge between staff, preserving institutional knowledge and also transfer knowledge between different operating areas of the schedules they are not experienced in. |
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| EXPERIENCE REQUIRED | **ESSENTIAL**<br>• Experience of sampling and laboratory operations<br>• Health and Safety Awareness when planning sampling rounds<br>• HNC in an appropriate discipline<br><br>**USEFUL**<br>• Experience of working to UKAS accreditation standards<br>• Understanding of Sampling Regulations (DWI Drinking water regs, MCERTS and Private Water Supply)<br>• Specific experience in the production of a sample programme |
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| SKILLS REQUIRED | **ESSENTIAL**<br>• IT literate with expertise in core Office 365 products.<br>• Ability to work under pressure.<br>• Communicate and share knowledge.<br>• Plan large sample schedules.<br>• Ability to plan and organise work priorities and re-plan workload to meet changing needs.<br>**USEFUL**<br>• Knowledge of Water Quality and Wastewater Regulations<br>• Expertise in sampling and scheduling applications |
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| COMPETENCIES REQUIRED | **ESSENTIAL**<br>• Work with high integrity to maintain the independence of the sample programmes needed for regulatory compliance.<br>• Work in a methodical manner to ensure the sample programmes are accurate and consistent.<br>• Review data and make decisions.<br>• Set high standards and demonstrate ability to work to those.<br>**USEFUL**<br>• Communicate with people at all levels and challenge where appropriate. |
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