



Job Title: Laboratory Systems Co-ordinator (DWQ013)

Reports to: Technical Development Manager

Team: Water Quality (Scientific Services)

Location: Glaslyn Laboratory (Newport, South Wales)

Salary Band: 6 (£31,449 – £35,949)

As a credible member of the Water Quality Team you will:

- Contribute to the safeguarding public health through the provision of clean safe drinking water that maintains the trust of customers.
- Ensure that the company's statutory and regulatory responsibilities with regard to drinking water quality are met and regulatory risk to the business is managed effectively

As Laboratory Systems Co-ordinator you will:

- Manage Laboratory IT systems to ensure on-going high level of performance to enable Laboratory to meet its operational objectives

Principal Accountabilities:

- To manage the laboratory IT systems, including but not limited to Labware LIMS and CSols AQCTools
- Provide a high level of customer care
- Provide daily support to Laboratory Operations Team on matters relating to Laboratory IT systems
- Manage internal and external relationships with regard to Laboratory IT systems
- To assist the Laboratory Operations Manager in the selection and procurement of new Laboratory and related IT services
- Keep up to date with current developments in order to advise on potential system changes or improvements
- Design and implement specific reporting tools to aid Laboratory Operations Management
- Support the Laboratory Operations Management team and wider business to meet its objectives
- Work closely with QDB Administrator to effectively manage LIMS-QDB interface

Experience, Qualifications and Skills	Assessment Method		
	A	I	T
IT Literate, qualified to degree level (preference will be given to a IT degree) or Equivalent experience of IT packages used for laboratory reporting	✓		
Understanding of DCWWs statutory and regulatory obligations		✓	
Relevant laboratory (ISO 17025 / GLP accredited) experience	✓		
Strong communication skills with the ability to take people at all levels through technical and procedural trainings.	✓	✓	
Have excellent relationship management skills	✓	✓	
The ability to work independently	✓	✓	
Strong customer service orientation	✓	✓	

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using psychometric / ability test

Key Relationships

Internal

- Wider water quality team
- Operational managers
- Samplers
- On call teams

External

- Regulators
- UKAS

Competencies	Assessment Method		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	✓	✓	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	✓	✓	
Creativity/innovation – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.	✓	✓	

Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	✓	✓	
Decisiveness - The ability and readiness to make timely, practical and resource effective decisions, and to act on conclusions reached.	✓	✓	
Initiative - The ability to actively influence events rather than passively accept them. The ability to see opportunities and to act on them, to originate action.	✓	✓	
Judgement - The ability to evaluate people and situations and to reach logical, fair decisions. An unbiased, common sense approach	✓	✓	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	✓	✓	

Application Method:

- If you wish to apply **please submit a tailored CV and a Declaration Form for CV applications** (which can be obtained on the Vacancies page of the Dwr Cymru Website or the Infozone) to recruitment@dwrcymru.com
- In order to assess a candidate's suitability, CVs should be tailored to demonstrate evidence in relation to the Experience, Qualifications and Skills and Competencies listed above.

**Dwr Cymru Welsh Water is an Equal Opportunities Employer
Welsh language skills are desirable for this post**