

**Laboratoire national de santé**  
(Établissement public)  
is recruiting a

**Quality and operational risk manager (m/f)**

Full time (40h/week), permanent contract  
Starting at the earliest convenience

**About the position**

The post holder will function as the head of the unit Quality, Health and Safety and Metrology and shall provide the training, motivation and guidance necessary to enable all members of the LNS to be part of a process of continuous improvement, engage with the broader principles of quality management, governance and risk.

Highly developed communication and relationship skills are essential to gain the confidence of our staff, and pursue, as a team, the LNS quality agenda. This implies that the post holder has the specialist knowledge, as well as the creative and innovative skills, to ensure that the LNS finds solutions to become progressively more effective in the delivery of a quality service.

**Main activities of the position**

In conjunction with the LNS Director:

- Lead the team responsible for the design, implementation, management, and continual development of the LNS quality policy and objectives
- Establish, promote and manage the LNS quality accreditation and certification plan
- Provide training in handling all quality management tools and procedures
- Lead the internal quality auditing system
- Oversee the operational risk management system of the LNS
- On a regular basis exchange information with the departmental and service quality leads to ensure good quality management across the LNS
- Implement and maintain the LNS electronic document management system as applicable to quality
- Oversee and steer the LNS complaints procedures
- Oversee the metrology management team

## Missions

- Manage the LNS quality policy, objectives and key process indicators
- Efficient leadership of the internal Quality Management Team
- Manage accreditations and certifications
- Manage the internal and external quality documentation and implement the LNS electronic document management system
- Hold an operational risk register
- Ensure that non-conformity issues (audit or work related) are taken care of in a timely, professional and quality-improving manner
- Liaise regularly with the LNS DPO in order to ensure that all quality issues are handled with the appropriate levels of confidentiality and conformity to the requirements of the GDPR (General Data Protection Act)
- Ensure progress status reports on the quality management system are presented at executive level and for external use.

## Desired profile

- An academic degree, Master or equivalent in Quality Assurance Management
- Specialist knowledge of quality management systems and knowledge of the relevant accreditation schemes (including ISO 9001:2015, ISO/IEC 17025:2017 and ISO 15189:2012)
- A previous leading position in the formation and management of a certified or accredited quality assurance system (with at least three years of experience) in an accredited laboratory would be an advantage.
- Good command of relevant regulations (GDPR, CNS, etc.)
- IT skills including default MS Office suite programs, laboratory information management software and basic statistical analysis
- Highly developed language skills (being able to communicate in the main languages spoken in Luxembourg) plus proficiency in English

## Qualities

- Excellent communication skills and expertise in training staff at all levels
- Strong management skills
- Visionary and enthusiastic character
- Problem solver with ability to delegate
- Strong decision making ability and focus on priorities

The nature of the position regularly involves situations where fact finding through professional auditing at all levels of the organization is requested. Conflict situations, which may arise, require a highly skilled communicator with strongly developed interpersonal skills.

If you meet the above profile requirements and wish to apply for this position, please send your application (CV, letter of intent and copies of your degrees) via our recruitment website :

<https://lns.lu/en/jobs/>

with the reference **2018-DIR-QSEM-01**. The applications will be treated in order of arrival and with the highest degree of confidentiality.