TATA CANCER CARE FOUNDATION

JOB DESCRIPTION

Position: Head – Lab Operations,
Department: Laboratory Operations
Location: Centre for Oncopathology (COP), Mahim, Mumbai
Reporting To: Associated Vice President – Head Commissioning & Operations

Role Overview

The Head – Lab Operations will be responsible for the overall operational, administrative, commercial, and business performance of the Centre for Oncopathology (COP), Mahim.

The incumbent will provide leadership for the smooth and efficient functioning of the centre, ensuring operational excellence, timely delivery of diagnostic services, optimal utilization of resources, high-quality customer experience, financial sustainability, and achievement of business objectives.

The role will work closely with the Lab Director, Technical & Non-Technical, Quality, Finance, IT, Business Development, and other support functions to ensure seamless end-to-end operations.

The incumbent will be responsible for translating organizational objectives into effective operational processes, measurable KPIs, and sustainable business performance.

Key Responsibilities

1. Overall Centre Operations

- Take overall responsibility for the efficient day-to-day operations of COP, Mahim.
- Ensure seamless coordination across front office, sample reception, accessioning, processing, reporting, dispatch, logistics, and other support functions.
- Establish and monitor operational KPIs to drive efficiency, productivity, quality, and service excellence.
- Identify operational bottlenecks and implement effective corrective and preventive measures.
- Develop and strengthen systems and processes to ensure consistent and scalable operations.
- Responsible to maintain the quality management system as per the industry norms and applicable national/international accreditation programs.

2. Front Office & Customer Experience

- Ensure efficient functioning of the front office and patient/customer-facing processes.
- Monitor the complete patient journey from acceptance and registration through payment, sample collection/accessioning, report delivery, and query resolution.
- Improve customer experience and ensure timely resolution of patient, clinician, hospital, and institutional client concerns.
- Establish effective mechanisms for monitoring and addressing complaints and service-related issues.
- Drive a culture of service excellence and accountability across the centre.

3. Turnaround Time & Operational Efficiency

- Drive adherence to defined TATs and service-level commitments.
- Monitor sample movement and reporting workflows to identify delays and bottlenecks.

- Establish effective escalation mechanisms for delayed or critical cases.
- Work with technical and medical teams to improve operational workflows without compromising quality.
- Continuously identify opportunities for process optimization and productivity improvement.

4. Business Growth & Revenue Management

- Drive business growth and revenue enhancement for COP, Mahim, in alignment with organizational strategy.
- Develop and maintain strong relationships with hospitals, clinicians, institutional clients, corporate clients, and other key stakeholders.
- Identify opportunities for new business, partnerships, referral relationships, and expansion of services.
- Support the onboarding and operational implementation of new institutional and hospital partnerships.
- Monitor revenue performance and develop action plans to achieve business targets.
- Focus on client retention, relationship management, and sustainable revenue growth.

5. P&L & Cost Management

- Take ownership of the centre's operational financial performance in coordination with Finance and management.
- Monitor revenue, operating costs, manpower expenses, productivity, and margins.
- Identify opportunities for cost optimization and efficient resource utilization.
- Ensure that operational improvements translate into measurable financial and business outcomes.
- Participate in annual budgeting, forecasting, and business planning for the centre.
- Benchmarking of rates with Industry Standards.

6. People & Team Management

- Lead and manage operational and support teams at COP, Mahim.
- Ensure appropriate manpower planning, workforce deployment, and productivity.
- Define clear KRAs and KPIs for operational teams and conduct regular performance reviews.
- Identify training and development needs and support capability building.
- Foster a culture of ownership, teamwork, accountability, discipline, and continuous improvement.
- Work closely with HR on recruitment, employee engagement, performance management, and employee-related matters.

7. Quality, Compliance & Governance

- Ensure operational compliance with applicable statutory, regulatory, organizational, and accreditation requirements.
- Work closely with the Lab Director, Quality team, and technical leadership to support compliance with NABL and other applicable quality standards.
- Ensure effective implementation of SOPs, policies, and operational controls.
- Monitor operational non-conformities, complaints, incidents, and CAPAs and ensure timely closure.
- Maintain appropriate operational documentation and records to support audits and regulatory requirements.

8. Stakeholder Management

- Act as a key operational interface between COP and internal and external stakeholders.
- Work closely with the Lab Director and Medical/Technical Leadership to ensure smooth coordination between operational and technical functions.
- Collaborate with Finance, HR, Quality, IT, Business Development, and other corporate functions.

- Build strong relationships with clinicians, hospitals, institutional clients, and referral partners.
- Ensure timely communication and resolution of operational concerns.

9. Data, MIS & Performance Management

- Establish robust systems for monitoring operational and business performance.
- b. Review daily, weekly, and monthly MIS covering revenue, TAT, productivity, sample volumes, customer complaints, quality indicators, and financial performance.
- Use data and dashboards to identify trends, risks, and opportunities for improvement.
- Present regular operational performance reviews and action plans to senior management.

10. Process Improvement & Digital Transformation/ Branding & Marketing

- Identify opportunities for automation, digitization, and technology-enabled improvements across centre operations.
- Drive continuous improvement initiatives to enhance efficiency, productivity, customer experience, and scalability.
- Standardize processes and workflows to support future growth and expansion.

Key Performance Indicators (KPIs)

- Revenue and business growth
- P&L and operating margin
- TAT adherence
- Sample rejection and error rates
- Customer / patient satisfaction
- Complaint resolution and closure
- Front office efficiency and service quality
- Client retention and institutional business growth
- Employee productivity and manpower optimization
- Operational cost management
- Quality and compliance performance – best practice & statutory
- Timely closure of CAPAs and operational issues
- Successful implementation of new and business initiatives

Core Competencies

- Laboratory and Healthcare Operations
- Business & Revenue Growth
- P&L Management
- Operational Excellence
- Process Improvement
- TAT Management
- Customer Experience
- People Leadership
- Stakeholder Management
- Quality & Compliance Orientation
- Data-driven Decision Making
- Cost Optimization
- Change Management
- Strong Communication & Negotiation Skills

Qualification & Experience

- Postgraduate qualification in Management / Healthcare Management / Life Sciences or a related discipline.
- 12–15 years of relevant experience in diagnostic laboratory operations, hospital operations, healthcare management, or related healthcare services.
- Proven experience in managing end-to-end diagnostic or healthcare operations with responsibility for business and financial performance.
- Experience in managing hospital laboratory operations, institutional partnerships, or diagnostic networks will be preferred.
- Demonstrated experience in P&L management, operational restructuring, process improvement, and team leadership.
- Strong understanding of diagnostic laboratory workflows, TAT management, quality systems, and healthcare operations.
- Strong business acumen and stakeholder management capabilities.
