

Job description

Lung Cancer Screening: Admin Team Leader

Location: Middlewich

Reports to: Lung Cancer Screening Service Manager

Working with: Patient Care Administrators, Patient Care Advisors, Team Leaders, Corporate Services Managers

Working Hours: Full-time role: 37.5 hours per week (to support operational hours).

Introduction:

InHealth sees over 5 million patients annually, with our Customer Service Teams providing vital support and access to all our patients. As Team Leader, you will play a key role in delivering a high-quality, patient-focused service by leading, motivating, and developing your team. You will drive continuous improvement, support operational performance, and ensure the achievement of key service KPIs while maintaining excellent patient satisfaction. This role is part of our Lung Cancer Screening Department, supporting early detection and saving lives. We are looking for an ambitious, motivated, and innovative individual who is passionate about delivering exceptional service and helping shape the future of our Lung Cancer Screening Admin Team.

If you want to really get stuck in and have a huge impact on both current and future services, this is the role for you!

What you will do:

- Lead and manage the day-to-day running of our administration (back-office) team, ensuring efficient workflows and the delivery of a high-quality service.
- Build strong relationships with internal and external stakeholders to support effective service delivery and continuous improvement.
- Create a positive, supportive, and high-performing team culture through coaching, development, and engagement.
- Champion continuous improvement by reviewing, documenting, and enhancing processes, developing and maintaining SOPs and operational guidance to promote efficiency, consistency, and service excellence.
- Support the achievement of operational KPIs, quality standards, and service objectives through effective performance management.

Key duties:

- Guide, support, and motivate team members to achieve goals and maintain high performance.
- Monitor individual and team performance, provide feedback, and address issues to meet KPIs and service standards.
- Support onboarding, coach new and existing staff, and identify opportunities for skills development.
- Act as a link between staff and senior management, ensuring clear, consistent communication of goals, updates, and expectations.
- Address team challenges, resolve conflicts, and support decision-making in a timely, effective manner.
- Ensure high levels of patient satisfaction by maintaining service standards and promoting a patient-focused approach.
- Allocate tasks, manage workloads, and ensure smooth daily operations.
- Ensure adherence to company policies, health and safety guidelines, and regulatory standards.
- Identify and implement process improvements to enhance efficiency and service delivery.
- Provide regular updates on team performance, issues, and achievements to management.
- Analyse performance data and trends to identify opportunities for improvement and support informed decision making.
- Conduct regular one-to-ones, performance reviews, and development conversations with team members.
- Lead and support change initiatives, ensuring effective implementation within the team.

Job description

What people see in you:

- A supportive, reliable, and trustworthy team player.
- Approachable, professional, and committed to delivering excellent service.
- A strong people person who enjoys coaching, developing, and supporting others.
- Resilient and calm under pressure, with the ability to make effective decisions in challenging situations.
- Highly organised, with the ability to prioritise competing demands effectively.
- Detail oriented and committed to maintaining high standards of quality and accuracy.

You will:

- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively.
- Educated to GCSE or equivalent Qualifications and or training/experience in Patient Care.
- Understand the importance of patient confidentiality and be aware of data protection.
- Have excellent verbal and written communication skills.
- Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations.
- Maintain and ensure observation of robust internal quality assurance measures to meet national standards.
- Be comfortable with audits and reporting.

You have experience of:

- Ideally possess a strong working knowledge of the Lung Cancer Screening (LCS) service and its core operational processes.
- Leading or supervising teams within a customer service, patient care, healthcare, or administrative environment.
- Managing performance against KPIs and service standards.
- Developing processes, writing SOPs and operational documentation.
- Working within a customer focused environment.
- Using Microsoft Office applications, particularly Excel, Outlook, and Teams.
- Administrative and operational support activities.

Person Specification:

- Previous leadership, supervisory, or team management experience.
- Experience conducting one-to-ones, absence management, and performance management discussions.
- Ability to coach and develop individuals and teams.
- Experience implementing process improvements and managing change.

What we can offer you

We offer a fantastic benefits package, which is available through a mobile-enabled rewards platform, called InJoy. This is your place to access thousands of offers and discounts on a wide range of products and services relating to: fashion, travel, eating out, technology, leisure and more!

In addition to this, we also offer:

- 25 days annual leave (plus bank holidays)
- Generous company contribution pension scheme
- Fantastic learning and development opportunities
- 24/7 access to a dedicated well-being hub and an Employee Assistance Programme
- Monthly award programme and online peer-to-peer recognition
- Refer a friend bonus
- Discounts on InHealth's healthcare services
- Smart tech, Cycle to Work and thousands of discounts and cashback options
- Paid-for professional memberships and more!