**Breast screening Administrator**

**Location: Jarvis Breast Screening Centre, Surrey**

**Reports to: Administration Team Leader / Mammography Services Manager**

**Working with:** Breast Screening Administration Team Leader, Breast Screening Administrators, Mammography Services Manager, Clinical colleagues (Radiologists, Superintendent Radiographer), External stakeholders (Screening Offices, GP Surgeries, Client Groups), Patients, Wider InHealth colleagues

**Introduction:**

Are you a detail-driven administrator who thrives in a busy, patient-focused environment? Join InHealth as a Breast Screening Administrator and be part of a team that plays a vital role in supporting early detection and diagnosis of breast cancer. You'll work alongside clinical and non-clinical colleagues to ensure patients have a smooth and supportive experience, every step of the way. If you’re passionate about accuracy, communication, and making a real difference — this could be the role for you!

**What you will do:**

You’ll help deliver a seamless breast screening journey for our patients by supporting the administrative processes that underpin our screening clinics. From managing patient records and scheduling appointments, to being a first point of contact for enquiries — you’ll be essential in ensuring a high-quality service is consistently delivered. This is a great opportunity to be part of a nationally recognised programme that genuinely improves lives.

**What you are responsible for:**

* Registering patients on the NBSS system and handling correspondence throughout the screening journey
* Booking and amending patient appointments accurately and efficiently
* Answering queries by phone or in person in a professional, sensitive and patient-centred way
* Supporting the preparation and closure of screening clinics (mobile and static)
* Scanning and uploading patient information securely and promptly
* Managing paperwork in line with patient confidentiality and data protection requirements
* Following all internal processes for incidents, complaints or patient feedback
* Rotating onto reception duties as part of a shared team schedule
* Contributing to team meetings, audits and governance processes
* Keeping a clean and safe working environment
* Supporting colleagues by sharing knowledge and best practice
* Accurately documenting your own processes to support consistency and improvement

**What people see in you:**

* A reliable team player who contributes to a supportive and positive environment
* Someone who is calm under pressure and confident in managing multiple priorities
* A naturally helpful person who always puts patients at the centre of what they do
* Someone who is accurate, detail-focused and takes pride in doing things right
* A great communicator who builds strong relationships with patients and colleagues alike

**You will:**

* Be uncompromising on high-quality standards and data accuracy
* Have a reputation for being highly organised and thorough
* Thrive in a fast-paced setting where no two days are the same
* Be confident using IT systems and learning new processes
* Be trustworthy, dependable and handle sensitive information appropriately
* Communicate clearly and professionally — both in writing and in conversation

**You have experience of:**

* Working in an administrative role in a customer or patient-facing environment
* Using Microsoft Office and ideally clinical systems such as NBSS
* Managing high volumes of data with excellent attention to detail
* Handling enquiries and problem-solving over the phone or in person
* Following set processes and adapting quickly to change
* Ideally, you’ve worked in healthcare or a similar regulated environment

**Qualifications:**

**Essential:**

* 4 GCSEs grade C/4 or above, including English (or equivalent)

**Desirable:**

* NVQ Level 2/3 in Business Administration or Customer Service
* IT training or additional qualifications relevant to administration
* Audio/medical typing experience