

Job description

Lung Cancer Screening – Team Leader

Location: Middlewich

Reports to: Lung Cancer Screening – Service Manager

Working with: Patient Care Advisors, Team Leaders, Deputy Service Manager, Corporate Services Managers.

Working Hours: Full-time role: 37.5 hours per week; shifts covering department working hours'

Introduction:

InHealth sees over 5 million patients annually, with our Customer Service Teams providing vital support and access to all of our patients. As a Team Leader, you'll play a key role in delivering a high-quality, patient-focused service by guiding your team of Patient Care Advisors and driving continuous improvement. You'll ensure we meet KPIs and maintain strong patient satisfaction.

This role is part of our Lung Cancer Screening Department, supporting early detection and saving lives. As this is a developing area within the NHS and InHealth, it's an exciting opportunity to shape the future of our services. We're looking for someone passionate, driven, and creative to help make our offerings the best in the country—for Commissioners and, most importantly, for our patients.

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:

- You will be responsible on a day-to-day basis for managing the bookings side for the Lung Health Check Service.
- You will be expected to establish strong communication and collaboration with relevant stakeholders to ensure their needs are effectively addressed
- You will develop excellent working relationships with your team members

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.

What people see in you:

- A team player who is supportive, reliable, and trustworthy
- Someone who is approachable, dedicated, and hardworking
- A people person – someone who enjoys working alongside and helping others
- Someone who thrives on and remains calm and focused in challenging situations, working well under pressure
- Great organisational skills with the ability to prioritise workloads
- A high level of attention to detail and who works well within set procedures

Job description

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:

- Working within a customer focused environment
- Working with MS Office
- Administrative tasks and duties

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!