

Contact Centre Administrators

Location: Park Square, Cheadle, Stockport
Salary: £20,671 – £24,319 per annum depending on experience
Job Type: Permanent full-time posts available, 35 hours per week



Who is UK Biobank?

UK Biobank is a major international health resource, with the aim of improving the prevention, diagnosis and treatment of a wide range of serious and life-threatening illnesses. UK Biobank follows the health and well-being of 500,000 volunteer participants, collecting health information which is globally accessible to academic and health researchers.

The Role

We are looking to hire Contact Centre Administrators in our head office based in Cheadle, Stockport. You will be working as part of a team to ensure that our participants are pre-screened for eligibility and booked on to our flagship imaging study. The team is responsible for handling large numbers of inbound calls to support UK Biobank's participants.

What your day-to-day will look like:

- You will be on hand to answer any study related questions for a variety of research campaigns. (Don't worry, you'll get the best training)
- Updating the participant database
- General administration tasks including telephone, Microsoft Teams and email
- Replying to participant email and postal correspondence
- Outbound calling to participants.

This is what we're looking for:

- Experience of working in an administration role
- Customer service experience
- Experience of taking calls of a sensitive nature
- To be competent with Microsoft Office and Teams

It would also be great if you had experience in:

- Knowledge of medical terminology and handling health-related personal information
- Previous experience of working in an ISO9001:2015 and/or ISO27001:2013
- Working in a scientific/academic research environment
- Experience of handling a shared external email account
- CRM experience

Note: this isn't a call centre job

Working pattern

- Permanent full-time posts available. 35 hours per week, (5 x 7 hour shifts per week) between the hours of Monday to Friday 8:00-18:00 and Saturday (approximately 1 in 3) 8:00-16:00

Salary and benefits for working at UKBiobank

- £20,671 – £24,319 per annum depending on experience
- 26 Days Annual Leave + Bank Holidays
- Christmas Closure
- USS pension scheme (9.8% employee contribution & 21.6% employer contribution)
- Enhanced maternity/paternity/adoption/shared parental leave
- Enhanced company sick pay scheme
- Cycle to work scheme
- Health and wellbeing initiatives including an Employee Assistance Programme (EAP)
- Annual Flu vaccination
- Perkbox employee discount platform scheme
- An active social committee who organises events throughout the year
- Flexible work life balance policy
- Free onsite car parking
- Onsite café
- Gym facilities, we even have a putting green!

By working for UK Biobank you are part of an organisation whose mission is to contribute to improving the health of future generations.

UK Biobank strives to be a diverse and inclusive organisation, within which we can ALL be ourselves.

The closing date for applications is 6 June 2022, subject to early closure upon receipt of suitable applications.

Please click on the links for more information about [Working for UK Biobank](#) and [Recruitment guidance for candidates](#)

To apply

Please email your CV to jobs@ukbiobank.ac.uk