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PCC Team Leader  
UK Biobank  
Candidate Brief  
**Sept 2022**

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## Introduction from UK Biobank's Principal Investigator/Chief Executive



### Professor Sir Rory Collins

UK Biobank is scientifically unparalleled and arguably the UK's most significant scientific asset. With its unique combination of scale, depth, maturity and accessibility, more than 1,700 peer reviewed publications based on UK Biobank in 2021 alone, and an exponential increase in citations and patents, UK Biobank has

become the world's most important health resource.

Its great success is testament to a visionary collaboration between successive UK Governments and scientific research funders – most notably the MRC and Wellcome – who understood the significance of advances in genomics and that information from such a database could ultimately lead to improved diagnosis, treatment and prevention strategies for the most devastating diseases, benefiting millions of people in the UK and around the world.

Since inception, UK Biobank has also leveraged £227m of industry funding with increasing levels of interest in, and use of, UK Biobank by industry. UK Biobank is a major contributor to the advancement of modern medicine and treatment and has enabled many scientific discoveries that improve human health.

UK Biobank has a unique role to play in the Government's UK Life Sciences Vision, in both its Preconditions for Success and its Healthcare Missions, set out in June 2021. UK Biobank's role can be best understood both in terms of its ability to attract vital industry investment in UK Life Sciences and in enabling major scientific discoveries that improve public health.

The key focus of UK Biobank over the last five years has been on generating increasingly detailed genetic information on all 500,000 participants and making those data available to the international research community. The unprecedented scale, detail and quality of these data has enabled researchers to make unique discoveries about the relevance of genetics for disease.

For the next five years, our focus will shift to measuring the products of the genes. In particular, the levels of different proteins and metabolites in the blood, urine and saliva collected from participants more than ten years earlier. Completion of the initial whole body imaging of 100,000 participants, followed by repeat imaging of 60,000 of them, will add to the richness of the data available for studying biological changes that lead to the development of disease, or provide protection against it.

None of this would be possible without the altruism of the 500,000 British citizens who agreed to join the study some decades ago and the many tens of thousands of scientists around the world ensuring that their contributions deliver on the long-term vision of the funders to make improvements in human health and wellbeing that are of global significance.

## Company Overview

UK Biobank is a uniquely detailed large-scale prospective study, containing genomic, lifestyle, imaging and health information from 500,000 UK participants. The resource is globally accessible to approved researchers to enable novel and important scientific discoveries that improve human health.

UK Biobank's database is unique, combining several powerful differentiators, including:

- scale (500,000 people);
- depth (detailed lifestyle information, genetic and other assay data, imaging data);
- maturity (large numbers of different health outcomes available for study, 15 years ahead of any comparable cohort study); and
- accessibility (with over 28,000 researchers worldwide already using the data).

Increasing awareness of UK Biobank is more important than ever as the database grows in value. With over 75% of all new researcher registrations coming from outside the UK, it truly is a global resource accessible to approved researchers undertaking health-related research.

UK Biobank is a distributed organisation, currently headquartered in Stockport, Greater Manchester, with four imaging centres delivering the world's largest multi-modal imaging study located in Stockport, Reading, Bristol and Newcastle. UK Biobank's epidemiological, health data teams and many of our systems are hosted at the Oxford Population Health (the Nuffield Department of Population Health, University of Oxford).

UK Research and Innovation have announced that subject to final approval, UK Biobank will receive an additional £128m of funding to support the next phase of

our development. This transformative award will replace and enhance UK Biobank's infrastructure, creating a state-of-the-art facility in Manchester that will become the UK Biobank's headquarters from 2026.

## UK Biobank's impact on research

With the addition of genetic sequencing data on a scale never seen before in health research, UK Biobank is one of the most significant resources for identifying target genes for drug discovery. Large scale genetic sequencing on the whole exome and whole genome of 500,000 participants is accelerating scientific discovery for human health. For example, scientists have identified rare protein-coding variants that have a large impact on complex traits, such as obesity. Individuals with a variant that suppresses protein production by the GPR75 gene expressed in the brain were observed to have significantly lower rates of BMI. The finding may lead to development of a drug that can inhibit GPR75 to offer a therapeutic strategy for treating obesity.

UK Biobank is also becoming increasingly important for the NHS and the public purse. Implementation of outputs derived from UK Biobank will result in significant savings of public expenditure, by improving prevention, early diagnosis and treatment, thereby improving population health and lowering NHS costs. For instance, the UK Biobank-derived polygenic risk score concept, allows a low-cost genotyping test to identify a substantial proportion of the population at high risk of one or more common conditions, such as heart disease, who could benefit from more effectively targeted prevention and screening strategies.

The unprecedented scale, detail and quality of UK Biobank's imaging project has enabled researchers to make unique discoveries about the development of many diseases in older age. These images are allowing scientists to study the impact of dementia risk factors on the brain and define early brain "signatures" of dementia that are providing clues to how cognitive decline and dementia start. When combined with the wealth of health data in UK Biobank, such as cognitive function tests, and genetics, this is allowing researchers the opportunity to spot dementia before symptoms appear.

A high degree of participant engagement within the cohort has enabled UK Biobank to play a vital role in helping to manage the global coronavirus pandemic. Surveillance studies during the COVID19 pandemic have increased researchers' understanding of the longer-term health impacts of coronavirus infection with over 237 COVID- related publications produced based on the UK Biobank resource.

Given the current pace of UK Biobank's development, coupled with the large increase in the number of researchers accessing the resource, there is likely to be an exponential growth in the impact of the discoveries that emerge that will be of global significance.



## Overview of the Role

- Location: Cheadle Heath, Stockport
- Working hours: 35 hours per week
- Contract type: Permanent (Office hour shifts, including 1:3 Saturdays)

UK Biobank have an exciting opportunity for an energetic and passionate Team Leader to take lead within our Participant Contact Centre based in Cheadle Heath, Stockport. The ideal candidate will come from a contact centre background and have experience of leading a team. Would suit someone who is passionate about service delivery and who would like to work in a relaxed inbound contact centre environment.

We're a leading life sciences 'not for profit' who provide data to researchers across the world to enable scientific discoveries that improve human health.

UK Biobank is a major international health research resource and registered charity, who make available data on half a million UK participants, to enable research into the prevention, diagnosis and treatment of a wide range of life threatening diseases. We have a unique database that we make available to international researchers, to enable scientific discoveries that improve human health. We are undertaking a range of world-leading projects to enrich this data and support new scientific discoveries that will change people's lives.

## Principal Duties & Responsibilities

The Participant Contact Centre (PCC) provides professional, friendly and courteous support to UK Biobank participants, handling requests for study information, providing guidance and answering study queries, as well as booking appointments and dealing with a variety of participant administration tasks. The PCC aims to promote ongoing engagement and the team is central to delivering a great experience for all 500,000 of our participants.

The PCC Team Leader will supervise a team of PCC Administrators to provide first line participant contact and associated participant administration, and support the PCC Manager and Deputy Manager to deliver a high quality service. The Team Leader will handle participant queries alongside their team, and participate in the development and implementation of process/service improvements.

The role holder (and their team of PCC Administrators) will work in accordance with UK Biobank policies and procedures, ensuring that all interactions with participants are appropriately handled and recorded.

- Line management and day-to-day supervision of a team of PCC Administrators, including induction, workload management, communication, training and development, performance management reviews, and recruitment with the PCC Manager and Deputy Manager.
- Perform routine call reviews to support quality improvement activities.
- Receive and handle participant queries escalated from the team.
- Monitor team performance.
- Work with the PCC Manager and Deputy Manager to identify and implement service improvements.

- First line contact from UK Biobank participants (telephone, e-mail and post), working to our standard procedures. Activities will vary, but will typically include: booking imaging appointments and applying pre-screening, assisting with queries from participants regarding a range of projects and responding to general questions, updating participant records as appropriate.
- Adapt standard responses to specific situations, and escalating issues when necessary.
- Respond promptly, efficiently, politely and professionally to all calls, messages and e mails relating to any element of the UK Biobank study, escalating queries where required.
- Responsible for accurate and timely update of UK Biobank systems in response to participant contact.
- Professionally and efficiently handle complaints from study participants, working to resolve issues wherever possible or escalate them, as required.
- Undertake any additional duties that might reasonably be requested, including administrative support for other UK Biobank teams

## Person Specification

- Experience of team leadership.
- Experience of implementing quality control/quality assurance processes.
- Experience of working within office administration and/or a contact centre environment.
- Experience of working within a regulated or quality-focused organisation.
- Able to engage and communicate effectively and professionally (verbally and in writing) with a wide range of stakeholders including the general public.
- Attentive to detail and able to follow standard operating procedures.
- Proficient in the use of standard office productivity software with some experience of using contact centre/CRM software or other business systems.
- Able to exercise good judgement in a range of situations (for example, knowing when to escalate).
- Willingness to work flexibly to meet business demands.
- Excellent organisation and time-management skills with the ability to multi-task and prioritise work.
- Ability to work to tight targets and timelines with a clear focus on supporting customers.
- The ability to learn quickly and assimilate new information.
- Willingness to undertake training and development.
- Educated to GCSE-level, or equivalent.
- Understanding and respect for the importance of maintaining the confidentiality of personal information.

## Salary and Employee Benefits

- £25,000 - £27,000 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
- Free refreshments and fruits

## How to Apply

Applications are welcome by sending CV to [jobs@ukbiobank.ac.uk](mailto:jobs@ukbiobank.ac.uk) by 5pm on 12<sup>th</sup> October 2022 (subject to early closure upon receipt of suitable applications).

If you require assistance in applying for the role, or attending interviews, please contact our HR department via [hr@ukbiobank.ac.uk](mailto:hr@ukbiobank.ac.uk) so that we can make suitable arrangements.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

For detailed information on how we process your personal data, please review our [privacy policy](#).

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

Please click on these links for further information on [Working for UK Biobank](#) and [Recruitment guidance for candidates](#)