

RECRUITMENT PACK | PERMANENT | FULL-TIME | DONOR & TRANSPLANTATION SERVICES

Register Enrichment Coordinator



**ANTHONY
NOLAN**

Saving lives through stem cells

We are Anthony Nolan

Every day, we match incredible individuals willing to donate their blood stem cells, bone marrow or cord blood to people with blood cancer and blood disorders who desperately need a lifesaving transplant.

We are pioneers in transforming the lives of those needing stem cell transplants across the globe, and we have always believed new ways to save and improve lives can and must be found.

It all began in 1974. With her three-year-old son Anthony in urgent need of a bone marrow transplant, Shirley Nolan set up the world's first register to match donors with people in desperate need.

Now, we help four people each day find that lifesaving match, conduct world-class research, and provide essential patient information and services to support people before, during and after their transplant or treatment.

It starts with someone being ready and waiting to help. And thanks to the generosity of our donors, the great minds in our labs, and the selflessness of our supporters, it can end with someone's life being saved.

Now, we're building on our 50 years of experience and expertise to keep pushing the boundaries of what we can achieve for our patients. We hope you will join our incredible team as we embark on a journey to unlock new ways to treat every patient.

Our vision

A future where every patient who needs us can survive and thrive.

Our purpose

Uniting people and science to unlock the cures, treatments and transplants that will transform the future for more patients.

Our aims

- Survival: To give every transplant patient the best chance – and quality – of life.
- Equity: To ensure all patients have the best access to, experience of and outcome from, treatment.
- Progress: To explore and embrace new cell therapies and make them available for patients more quickly

Our commitment to equity, diversity & inclusion

We celebrate diversity in all its richness, including ethnicity; race; socioeconomic background and status; gender; disability and exceptionalities; language; religion; culture; sexual orientation; neurodiversity, and geographical area.

We value the invisible and visible qualities that make you who you are and cultivate a culture where you feel a real sense of belonging and can bring your full self to work.

We welcome you as an individual who brings unique experiences and perspectives that will help us to realise our vision and purpose to unite people and science to unlock the cures, treatments, and transplants for more patients.

We strive to embed equity, diversity, and inclusion practices in every aspect of our daily work.

We are proud of the progress we have made, but know that meeting our commitment to equity, diversity and inclusion is an ongoing endeavour.

We respect the voice, experience and perspective of every member of our diverse community of supporters, partners and patients.

We commit to supporting and promoting equity, diversity and inclusion best practice for every member of the Anthony Nolan community.

Welcome from..

Tim Cronin

Register Enrichment Supervisor

tim.cronin@anthonymolan.org

Background

The Register Enrichment Coordinator is part of the Register Enrichment Team within the Donor and Transplantation Services division. Our team plays a vital role in improving the quality of the register with the aim to provide comprehensive and detailed donor options for transplant centres for their patients.

Key responsibilities

These include but are not limited to:

- Contacting volunteer stem cell donors from the register to provide blood and/or swab samples to enrich their tissue type.
- Delivering on individual targets and contributing towards team targets, e.g. OKR's, KPI's and deadlines.
- Developing congenial and collaborative partnerships with donors, transplant centres, customers/suppliers and colleagues. Being responsible and accountable for delivering a quality service and ensuring all queries are addressed in a timely manner with continuous efforts to optimise efficiencies around shared workflows.
- Working in adherence with GDPR guidelines, managing sensitive donor information and understanding the importance of donor and patient confidentiality.
- Working closely with international stem cell registries, transplant centres and hospitals, eg. Providing updates, reporting test results.
- Maintaining and updating our donor database to ensure any data ~~is~~ recorded is complete and accurately processed.
- Assessing donors' eligibility for medical and non-medical factors by using our medical guidelines and liaising with our Medical officers.
- Being accountable for determining a donors' eligibility to proceed in their donor journey with relevant testing (eg. HLA Tissue Typing) and stem cell donation.
- Keeping up to date with procedures and protocol in relation to the donation process and actively sharing ~~your~~ knowledge with colleagues and donors.
- Being the donor's advocate, using your knowledge to educate donors on all

aspects of HLA (tissue typing) testing and stem cell donation.

- Participating in projects, service improvements and implementation of new processes.
- Maintaining donors' expectations throughout the testing process.
- Ensuring compliance with all standards, policies, procedures, and documentation requirements set by Anthony Nolan and our regulatory authorities such as the Human Tissue Authority etc.

Essential attributes

- Demonstrable experience of delivering excellent customer service, and of taking professional responsibility and ownership of the work and expectations associated with the role.
- Demonstrable knowledge of office applications and experience of working with large databases and CRM systems.
- Excellent interpersonal and relationship building skills, internally and externally.
- Excellent written and verbal communication skills, including active listening and a good telephone manner.
- Accurate keyboard skills and strong attention to detail and accuracy.
- Excellent organizational and time management skills with the ability to prioritise workload, cover team workload during busy periods and annual leave.
- Proficiency to multitask efficiently.
- Proficiency to understand or have knowledge of medical terminology.
- Proficiency to work under pressure and to deadlines.
- Be willing to be vaccinated (Hepatitis B) if necessary.

Terms of appointment

Salary: £27,313 per annum, rising to £29,838 per annum upon successful completion of probation

Contract: Permanent, full-time

Location: Hybrid, with head office in Hampstead, NW London

Benefits:

Financial	Wellbeing & Health	Family Friendly
✓ Enhanced Pension Scheme	✓ 27 days annual leave in addition to normal public holidays	✓ Paid dependents leave
✓ Travel Insurance	✓ 24-hour Employee Assistance Hotline	✓ Enhanced Maternity, Paternity & Adoption pay
✓ Interest free Travel Loan	✓ Medical Cash Plan	✓ Flexible start/finish times (role dependent)
✓ Salary Sacrifice Car Scheme	✓ Cycle to Work scheme	
✓ Life Assurance (4x annual salary)	✓ Gymflex	

And more! (full list of benefits available on website)

How to apply

Go to anthonymolan.teamtailor.com/jobs and click on the relevant job. You will be asked to fill in some details, add a covering letter and upload your CV.

We will contact you to let you know if you have been successful in being invited to interview or not.

If you have any queries, please email recruitment@anthonymolan.org

Anthony Nolan is committed to equal opportunities and is a living wage accredited employer.

