

Operations Coordinator

Outlined below is a list of duties and responsibilities required of the **Operations Coordinator for TXM Teleconsult Ltd.** The below is not an exhaustive list and from time to time, the Operations Trainee may be expected to carry out other related duties required by the Company.

Title: Operations Trainee

Reporting Line: Operations Manager

Hours: The normal contractual hours of work are 40 hours a week from 8:00 a.m. to 5:00 p.m. each day, Monday to Friday, with one unpaid hour for lunch taken between 12.00 noon and 2.00 p.m. each day. (Flexible working considered)

You may also be required to work additional hours in accordance with the reasonable demands of the company and its needs.

Duties and Responsibilities:

- Assisting day to day to facilitate duties as per the requirement of the Operations Manager
- Organize Radiologists workflow and ensure reporting is completed within KPI targets ensuring accuracy and escalation of exceptions
- Attending to the administration of urgent reporting requests within KPI levels
- Be proactive and assist with general queries regarding operations as per Registered Manager/Safeguarding needs
- Daily responsibility for cross checking output against incoming data
- Daily monitoring of the PACS, integrated systems and interfaces
- Making telephone calls as per requirements
- In permanent contact with IT Manager and reporting in swift manner all problems arising from IT issues from Radiologists or Clients
- Communicate effectively with clients to ensure safe standards are met at all times
- Attend meetings where necessary with candidates and clients
- Continually seeking improvements to the service with quality at the forefront of everything we do
- Adopt strict privacy and confidentiality with data and information relating to business functions, staffing and other HR needs
- Refer queries to Registered Manager and Safeguarding Lead
- Maintain files as required, paper and electronic formats as per the team needs
- Attend conferences as per company needs

Other Responsibilities

- Following all Company policies and procedures
- Contributing to the achievement of relevant company objectives
- Compliance with all terms and conditions of employment contracts with regard to information security, confidentiality, and data protection



- Adopt strict privacy and confidentiality with data and information relating to business functions, staffing and other HR needs as stated in company rules and Data Protection Act and GDPR
- Reporting information security incidents and events to the relevant Teleconsult responsible person(s)
- Ensuring that the EQISMS achieves its intended outcome(s)
- Continually seeking improvements to the service with quality at the forefront of everything we do
- Communicating the importance of effective environment, quality and information security management and of conforming to EQISMS requirements
- Directing and supporting persons to contribute to the effectiveness of the EQISMS
- Promoting continual improvement
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Take mandatory trainings related to the Teleconsult compliance programs (CQC, QSI, ISO 9001, ISO 27001, ISO 14001, GDPR, cyber essentials, etc)
- Contributing to internal and external audits

Knowledge, skills and experience required:

- Level 3 safeguarding (full training given)
- Previous experience in operational/healthcare/account management role preferred
- High attention to detail
- A high standard of written and spoken English
- Excellent communication skills
- Excellent organizational skills
- Excellent analytical and problem-solving skills
- Excellent customer service

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