

Role Profile

Details	
Job Title:	Service Administrator – Active Together
Job Grade:	Assistant
Reports to:	Service Manager – Active Together, Hull
Based in:	Active Together, Cherry Tree Court, Hull
Hours:	Full Time, 37 hours
Overall purpose	
<p>About Active Together</p> <p>Active Together is a multimodal service supporting patients preparing for and recovering from cancer treatment through physical activity, nutrition, and psychological care. It is a collaboration between Yorkshire Cancer Research and Hull University Teaching Hospitals NHS Trust (HUTH), working alongside researchers from Sheffield Hallam University to develop and evaluate the service. The Active Together Service is delivered by a multidisciplinary team including Physiotherapists, Fitness Instructors, Dietitians, and Psychologists, delivering high-quality, patient-focused care.</p> <p>About the Role</p> <p>The Service Administrator will support the operational and patient-facing functions of the Active Together service. This role involves managing NHS referrals, patient bookings, service appointments, and team administration, ensuring seamless coordination of facilities and resources.</p> <p>The role involves close collaboration with the Yorkshire Cancer Research Active Together Service team and the Hull University Teaching Hospitals (HUTH) clinical staff delivering the Hull service. This role will support the Service Manager in delivering the day-to-day operational management of the service premises. Additionally, the post holder will support the administration involved in onboarding new Yorkshire Cancer Research staff, ensuring a smooth transition into the service.</p> <p>The role requires an experienced administrator with proven experience in administrative roles within healthcare or service-based environments with a strong ability to multitask, prioritise workloads, and problem-solve independently. You should have excellent communication skills and a commitment to delivering a patient-first service in alignment with Yorkshire Cancer Research values.</p>	
Key responsibilities	
<p>Patient Flow & Service Coordination</p> <ul style="list-style-type: none"> Process patient referrals and book initial assessments, supporting patient onboarding into the Active Together service. 	

- Schedule and manage patient appointments, including cancellations, waiting lists, and transport arrangements.
- Assist patients with completing necessary questionnaires.
- Maintain accurate service records including any Electronic Patient Record (EPR) system data and oversee efficient discharge processes.
- Support Service Manager in the management of monitoring and quality assurance data and processes.
- Communicate with service users and stakeholders to provide information about Active Together.
- Support service users in navigating the program and signpost them to relevant health and wellbeing resources.

Administrative & Operational Support

- Support the development, implementation and improvement of service administrative systems and processes.
- Support team administration, including diary management, email monitoring, postal management and staff induction support.
- Oversee stock control for office and service consumables and manage third-party cleaning and maintenance contracts.
- Facilitate room bookings for service appointments, team meetings, and events.
- Undertake minute-taking for team meetings.
- Arrange travel and accommodation for staff
- Maintain a welcoming and professional environment, ensuring high standards of customer service.
- Manage service facilities ensuring safety, cleanliness, presentation, and functionality.
- Report and escalate safeguarding concerns in line with Yorkshire Cancer Research policies.

Financial & Procurement Management

- Process purchase orders, invoices, and expenses as required.
- Maintain optimal stock levels for patient literature and welcome packs, service equipment, office, and centre supplies.

Other duties

- Support service data collection and evaluation initiatives.
- Provide cover during staff absences and assist in general administrative duties.
- Ensure compliance with mandatory training, governance procedures, and service improvement initiatives.
- Be trained as a First Aider and Fire Marshal and manage the rota for First Aid and Fire Marshal cover
- Take Duty Management responsibility when required
- Undertake additional responsibilities as required by the charity.

Qualifications

- Educated to GCSE level (or equivalent qualifications /experience) to include English Language at grade 4/C or above.
- NVQ 3 Business Admin or Customer Services or equivalent experience
- Demonstrable short courses or equivalent experience in report writing, data collation and analysis of results

Knowledge and experience

- Experience in administrative role(s) within healthcare or service-based environments.
- Experience of working in a patient facing/customer service role
- Experience managing patient referrals and appointments.
- Experience of Lorenzo/Patient Administration Systems, databases, and information systems
- Experience of implementing and developing operational and administrative processes and procedures.
- Experience of working in a role where organisational skills are essential and there is a requirement to work autonomously and as part of various teams across an organisation.
- Experience of utilising excellent communication and interpersonal skills to engage with a wide range of internal and external stakeholders.
- Experience of working in a role which requires an ability to carry out tasks accurately, including correct data entry and correspondence.
- Good understanding of patient confidentiality
- Good understanding of Data Protection principles.

Skills and abilities

- Competency with Electronic Patient Record / client software systems or similar software.
- Competency with MS software
- Strong administrative and organisational skills.
- Excellent communication skills both written and oral
- Strong organisational, problem-solving, and interpersonal skills.
- Ability to multitask, prioritise workloads, and work independently in a fast-paced setting.
- Excellent communication skills both written and oral.
- Ability to use own initiative and work to tight deadlines
- Able to understand and manage complex information
- Understanding of patient confidentiality

Other requirements

- Proof of your eligibility to work in the UK
- Occasional travel in the Yorkshire region
- A willingness to complete our pre-employment checks (to be undertaken once the role is offered and accepted) which include:
 - A check on your employment history by seeking two references
 - A check on your eligibility to work in the UK as per the Immigration, Asylum and Nationality Act 2006
 - A check on your highest educational achievement(s)
 - A check on your professional qualification(s)
- Basic DBS check (to be undertaken once the role is offered and accepted)

Values and Behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' see below).

- Safeguarding is the responsibility of all employees who must remain aware and vigilant to potential safeguarding breaches and always report any suspicions or incidents following our internal reporting guidelines which will be shared during induction.
- Yorkshire Cancer Research operates a strict 'no smoking' policy throughout our premises, car parks and vehicles. Staff must not smoke whilst wearing Charity branded clothing or whilst on duty. If the post holder chooses to, the Charity will help and support them to stop completely or temporarily abstain from smoking during their working hours

Our Values & Behaviours

Our Values

Here for Yorkshire	United by the cause	Think big and bold	Make it happen
<p>The needs of people in Yorkshire come first.</p> <p>They are at the heart of everything we do.</p>	<p>We collaborate with each other and with other organisations; united by the need <i>to Give Yorkshire More Life to Live.</i></p>	<p>We deliver world-leading research and services.</p> <p>We dare to think differently.</p>	<p>We create and build solutions.</p> <p>We approach our work with positivity, energy and drive.</p>

Our Behaviours

	Behaviours
Here for Yorkshire	<p>The needs of people in Yorkshire come first</p> <p>Yorkshire Cancer Research exists to prevent diagnose and treat cancer in Yorkshire. The needs and interests of people in Yorkshire are at the forefront of what we do, how we think and how we act.</p> <p>People are the heart of everything we do</p> <p>When we develop new plans, projects and activities, we actively seek patient, supporter and/or customer input to inform our approach and decision-making.</p>
United by the Cause	<p>United by the need to Give Yorkshire More Life to Live</p> <p>We are transparent and open in what we do and what we say, uniting to support one another in achieving our shared goals.</p> <p>We collaborate with each other and other organisations</p> <p>We work to build relationships based on trust and collaboration. We seek to understand the needs and objectives of others to establish the common ground and agree how we can work together to benefit people in Yorkshire.</p>
Think Big and Bold	<p>We deliver world-leading research and services</p> <p>We evaluate worldwide research, and we test and we learn in order to drive the greatest advances and impact in cancer research and services. We promote a culture of continual improvement and innovation.</p> <p>We dare to think differently to Give Yorkshire More Life To Live</p> <p>We are ambitious and not afraid to try something new or difficult when it comes to achieving our goals.</p>

	Nor are we afraid to make difficult decisions when they are in the best interests of those we exist to serve; the people of Yorkshire.
Making it Happen	<p>We create and build solutions</p> <p>We are focused on understanding the impact of our work and the difference it is making. We ensure we are always pushing forward the achievement of our charity's vision.</p> <p>We approach our work with positivity, energy and drive.</p> <p>We see every challenge as an opportunity to provide a solution.</p> <p>When it comes to preventing, diagnosis and treating cancer, we deliver pioneering solutions <i>To Give Yorkshire More Life To Live</i>.</p> <p>We pursue our goals with enthusiasm and commitment; always asking 'Can I, and can we, do more?'.</p>