

JOB DESCRIPTION

JOB TITLE: Covid-19 Operations Assistant

LOCATION: London Heathrow

REPORTING TO: Duty Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

As a COVID-19 operations assistant you will be an integral part of the Test Centre Team, contributing to its success. Reporting to the Duty Manager on site, you will work alongside other colleagues and other partners to deliver brilliant patient care to test members of the public. This will include administrative functions to ensure all tests are conducted with complete accuracy. Full training will be provided, and full Personal Protective Equipment will be supplied in line with NHS Standards. Responsible for traffic management at the test site ensuring cars are guided to the correct area in a safe manner.

Main Duties & Responsibilities:

- Meet and greet customers arriving at the drive through swab station
- Support the swabbers by labelling up sample kits with unique barcodes which are printed when QR codes are scanned and ensure the correct sample kit is with the right customer
- Assist in the safe movement of samples, specific to your working site
- Direct cars as appropriate to your working site
- Delivers brilliant care at test centres, responding quickly to all patients' needs while reassuring individuals throughout the testing process and putting at ease

- Confidently performs the throat and nasal swab testing procedure in line with current clinical standards, while adhering to hygiene, Personal Protective Equipment (PPE) and NHS standards.
- Understands testing targets and goals for the test centre.
- Efficiently delivers the daily tasks and testing plan, including packing up samples, stock management, completing testing administration and procedures in line with expectations
- Follows the high presentation standards, and understands their legal obligations for the site to operate safely
- Complies with all safety rules and procedures to ensure their own safety and that of colleagues and patients at all times

Person Specification:

Essential

- Applicants must be in general good health and not classified as in any of the COVID current high-risk groups therefore: Must not have a long-term condition, must not be pregnant, must not have a weakened immune system through medical conditions or therapy
- In addition, applicants must consider the following: Willingness to work outside (weather protection will be provided)
- Risk status of family members in the same household.

Desirable

- Medical background however full training will be provided

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.