



**Cobalt**  
Medical Charity  
Diagnosis • Research • Education

The future of imaging  
Your future with us

## Bookings Assistant – Bookings Team

**Location:** Linton House Clinic, Thirlestaine Road, Cheltenham.  
**Contract:** Permanent  
**Days / Hours:** Rota between 8am to 6pm Monday to Friday  
**Responsible to:** Head of Administration  
**Accountable to:** Chief Executive

APPLY

### JOB PURPOSE

To provide first point of contact service for patients attending the Imaging Centre for diagnostic imaging services. To be collectively responsible for maintaining a quick, efficient and effective appointment bookings system.

### KEY AREAS OF RESPONSIBILITY

#### Operational Duties

Receiving and assessing referral documentation and, as appropriate, making appointments for patients attending for diagnostic imaging.

To answer sympathetically and tactfully incoming and outgoing telephone calls, e-mail and fax enquiries from patients and referrers regarding the services provided by Cobalt, taking appropriate action and referring on as necessary.

Printing and despatch of correspondence to patients, referrers and other healthcare professionals.

Carry out and record patient safety screening procedure and ensure all relevant clinical information is obtained and recorded prior to appointment.

Monitor and maintain an efficient appointment pending system through the Patient Administration System (PAS).

To assist in providing a welcoming, smooth running and efficient Reception service to cover lunch breaks, annual leave/absence and on a rota'd basis on Saturdays and late night clinics.

To liaise with the Radiology, Oncology and other healthcare professionals within the NHS and private sector in the course of administrative duties and to arrange patient appointments.

Any other duties commensurate with the grade of this post as may be required.

#### Management of Resources

Collectively to share responsibility for monitoring and maintaining adequate stock levels of patient information leaflets, stationery, IT consumables.

#### Line management

There is no line management responsibility associated with this post.

#### Teamwork

This will involve:

- To work collaboratively with other departments within Cobalt

### HOW TO APPLY

If you would like to apply for the position, please visit [www.cobalthhealth.careers](http://www.cobalthhealth.careers)

For an informal conversation or to find out more before making an application please contact:

**Name:** Sue Wood  
**Tel:** 01242 431 300  
**Email:** [sue.wood@cobalthhealth.co.uk](mailto:sue.wood@cobalthhealth.co.uk)



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## KEY AREAS OF RESPONSIBILITY CONTINUED

- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure

### Personal Development

All Cobalt staff are required to participate in the organisation's annual appraisal review scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

### Health and Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

### Infection Control

To be aware of responsibilities for infection prevention and control.

Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with.

Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

### Disclosure and Barring

All appointments are subject to a satisfactory check by the Disclosure and Barring Service. Failure to disclose any previous convictions or

cautions may result in the withdrawal of the post or termination of contract.

### Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

### Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

### Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

### Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information.

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This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.

### PERSON SPECIFICATION

Qualifications and training	Essential	Desirable
Minimum 5 GCSE's Grade A-C (or equivalent) to include English and Mathematics	x	
Evidence of good skills in written and spoken English	x	
Evidence of good IT literacy and word processing ability	x	
ECDL or equivalent		x

Knowledge and experience	Essential	Desirable
Intermediate computer skills	x	
Knowledge/familiarity with medical terminology	x	
Experience of working within a busy Reception/office environment	x	
Knowledge of medical records systems		x
Experience of Carestream Radiology Information System		x
Experience of working with healthcare professionals		x

Skills and general requirements	Essential	Desirable
Excellent communication and interpersonal skills	x	
Ability to communicate with all grades of clinical staff	x	

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## PERSON SPECIFICATION CONTINUED

Skills and general requirements	Essential	Desirable
Ability to work as a member of a team and contribute to and maintain a harmonious and pleasant working atmosphere at all times	X	
Meticulous approach to accuracy and detail	X	
Excellent time management and ability to prioritise workload	X	
Ability to maintain strict confidentiality	X	
Maintain a professional manner and appearance at all times	X	

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