



WE DELETE BLOOD CANCER

JOB DESCRIPTION

Job Title: Donor Request Coordinator (CT)	Department: Donor Request Management
Responsible to: Team Lead (CT)	Direct Reports: None
Location: Chiswick, London	Contract Type: Full-time
Salary: £34,000 pa	

Purpose of the role

The **Donor Request Coordinator (CT)** is an essential member of the Donor Request Management Department, responsible for managing high volumes of unrelated donor stem cell requests and coordinating the critical pre-donation process to support saving lives.

About Donor Request Management (DRM)

The department is responsible for liaising with, and providing support to, our donors who have been identified as a potential stem cell match for a patient. This includes the evaluation of their medical suitability and eligibility. The department manages all processes from blood testing, medical examination and appointments leading to the donation itself. They guide and advise the donor at all stages and coordinate the communication between all involved international and national parties.

The department supports three main phases:

- Confirmatory Typing (CT): pre-donation.
- Workup (WU): donation.
- Follow up and Donor Patient Contact (FU/DPC): post-donation.

The CT phase is crucial, involving direct donor contact via telephone and written communication, requiring exceptional communication skills, sensitivity, and the ability to handle a high volume of requests efficiently and accurately.

Key Relationships

- Confirmatory Typing Team Lead.
- Confirmatory Typing Team.
- Donor Request Management Team.
 - WU
 - FU/DPC
 - CAPA manager
- DKMS International Medical Team.
- Potential and actual stem cell donors.
- Healthcare professionals (e.g. phlebotomy partners).
- Medical advisers, including the Physicians Team.
- National and International Stem Cell Registries and Transplant Centres.
- CT laboratories.



WE DELETE BLOOD CANCER

- International DKMS colleagues.
 - Other Donor Centres.
 - International IT Services Team.
 - DKMS UK colleagues (notably, but not limited to):
 - Donor Recruitment
 - Donor Services and Logistics Teams
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Key Responsibilities

Core Responsibilities:

- Manage the coordination of high volumes of pretesting requests for bone marrow and peripheral blood stem cell donations within the Confirmatory Typing team. This includes contacting donors by telephone, email, and written communication, scheduling blood tests, reviewing results, and liaising with stem cell registries globally.
- Collaborate closely with physicians to evaluate donor suitability and eligibility based on DKMS UK and national guidelines, resolving queries or escalating complex cases as necessary.
- Educate and obtain informed consent from donors about the donation process, ensuring they understand the procedures and implications.
- Coordinate blood tests in partnership with phlebotomy services, hospitals, GPs, DKMS international entities, courier services, medical advisers, and laboratories.
- Maintain accurate, detailed case notes within the DKMS internal database for a high volume of cases.
- Prioritise and respond effectively to urgent cases as they arise.
- Participate in 'on call' rotations for weekend and evening cover (not exceeding one week per month), with additional compensation.

Additional Duties:

- Engage in regular supervision and appraisals with the Confirmatory Typing Team Lead.
 - Participate in staff training, team meetings, and organizational events as required.
 - Collaborate with the international medical team and other DKMS entities to improve UK policies and processes.
 - Assist in resolving donor and transplant centre complaints alongside the Team Lead.
 - Ensure compliance with all relevant standards, policies, and regulatory requirements, including those of the Human Tissue Authority and World Marrow Donor Association.
 - Support the CAPA Manager and Team Lead in investigating quality incidents, deviations, and adverse events, contributing recommendations for corrective actions.
 - Represent the Donor Request Management team in local and international working groups and organizational projects as needed.
 - Contribute to quality assurance, service improvement initiatives, and other duties as assigned.
 - Adhere to organizational policies on health and safety, confidentiality, data protection, equality, and anti-discriminatory practices.
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Person Specification

It is not expected that the successful candidate will necessarily have experience / competency in all the areas highlighted below.



WE DELETE BLOOD CANCER

Experience:

- A-Level education (or equivalent) or relevant vocational training.
- Minimum 3 years of experience working in a busy team or organization.
- Familiarity with medical terminology, case-note documentation, and medical history preferred.
- Interest in learning a specialized area of medical science.
- Understanding of GDPR and confidentiality related to donors and patients.

Skills:

- Exceptional attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Strong interpersonal skills, including active listening and a professional phone manner.
- Team-oriented with the ability to work independently.
- Proactive and highly organized with strong multitasking abilities.
- Ability to meet clear targets and deadlines.
- Flexible and adaptable to changing situations.
- Willingness to travel nationally and internationally for training and workshops if required.

IT Skills:

- Experience with or willingness to learn large database/CRM systems.
- Proficient in MS Office applications (Outlook, Word, Excel, PowerPoint).

Values:

- High degree of sensitivity and empathy.
- Strong passion for DKMS's mission and values.

Conditions of Employment

- 37.5 hour week, Monday to Friday (9am – 5pm).
- 25 days' holiday per annum (plus public holidays), increasing by length of service.

Benefits

- Salary sacrifice pension scheme – automatic enrolment contribution rate: 3% employee (min), 5% employer.
- Life Assurance (Group Life Policy) 4 x annual salary
- Employee Assistance Programme
- Corporate Eye Care Scheme
- Annual flu vaccination
- Cycle to Work Scheme
- Season Ticket Loan

DKMS VALUES

At the Heart of our Culture are the Values

- These are rules, rituals and standards that we can all agree on, that we live by every day and that influence our actions and feelings.
- We measure others and ourselves against them.
- These values are not rigid, but are an expression of our culture and can be constantly be developed and experienced in new ways.

CLEAR

We communicate clearly and comprehensively, act consistently and make decisions in such a way that they are clear.

OPEN

We are open to feedback, changes, other opinions and new ideas. Our actions and thinking are transparent. We share knowledge with each other and inform others about it when this is not possible at the moment.

COURAGEOUS

We are forward-thinking. We see opportunities and seize them, even in the face of resistance. We play to our strengths and use them wisely to fulfil our mission. At the same time, we are always evolving and happy to venture onto new ground.

FAIR

Our mutual interaction is characterised by appreciation, fairness and respect. We act predictably and thoughtfully.