

JOB DESCRIPTION	
Job Title: Donor Request and Project coordinator	Department: Donor Request Management
Responsible to: Donor Request Manager	Direct Reports: None
Location: London, Chiswick	Salary: £34,000

Purpose

The Donor Request and Project Coordinator works as an integral member of the Donor Request Management Department, supporting the coordination of stem cell donations with unrelated donors and supporting the planning and execution of projects.

Donor Request Management

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 team manages all processes from blood testing, medical examination and appointments 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 Donor Request Management department covers three stages in the process of matching potential stem cell donors with patients. The **Confirmatory typing** stage confirms potential donors' HLA typing (Human Leukocyte Antigen) and confirms donors' medical eligibility to donate and proceed to the workup stage. The **Workup** stage includes the preparation and organisation of a stem cell donation and the transport of stem cells to patients both based in the UK and internationally. The final stage, **Follow up/donor patient contact** provides support to donors after their donation and facilitates donor and patient contact, be it via anonymous correspondence or face to face meetings. The Donor Request Management uses a bespoke database system to manage all three stages of the donor journey and work predominantly by phone, email and post to communicate with donors.

Key internal and external relations

- Donor Request Management Team
- Potential and actual stem cell donors
- Healthcare professionals and GP receptionists
- Donor Recruitment, Customer Service and Finance team colleagues

Key Responsibilities

Specific duties

1. To support with departmental project work as identified by the Donor Request Managers. This could include undertaking research, contacting external stakeholders, writing reports and other tasks as appropriate.
2. To create and activate and allocate incoming donation requests on our bespoke database (DKMSone).
3. To prepare and distribute donation schedules to donors, Collection Centres and Transplant Centres/Hubs.
4. To manage To transcribe laboratory test results from blood tests onto the DKMSone internal database.
5. To manage team email inboxes, responding to queries from donors and national/international stakeholders and, where necessary, escalating complex queries to appropriate team members.

6. To manage incoming phone calls from donors and, where necessary, escalate complex queries to appropriate team members.
7. To work with the DKMS UK Finance Department to process donor expenses and liaise with donors as appropriate.
8. To attend team, departmental and other meetings. as appropriate, as minute-taker, sharing notes and actions with attendees promptly after meetings. diary management, KPI and report preparation, organising and planning meetings and any other reasonable tasks requested by the Head of Donor Request Management.
9. To be current and knowledgeable about blood stem cell donation and the DKMS global and national mission, goals and brand propositions to its various target audiences.
10. To meet with the Donor Request Managers (CT and WU/FU/DPC) for the purpose of regular supervision and appraisal.
11. To participate in staff training, organisation/team meetings and events, as required.
12. To comply with the organisation's health and safety, confidentiality, data protection and other policies, including those relating to advertising standards, the Human Tissue Authority and NHS Blood and Transplant standards.
13. To promote equality of opportunity and anti-discriminatory practices.
14. Any other duties deemed appropriate by the Donor Request Manager (CT) or the Donor Request Manager (WU/FU/DPC), subject to time and commensurate with level of responsibility and salary.

Conditions of Employment

- 37.5 hour week, Monday to Friday (9:00am – 5:00pm).
- 25 days' holiday per annum (plus public holidays).
- Two month notice period

Benefits – do these apply for a 6 month temp contract?

- Corporate Eye Care Scheme
- Cycle to Work Scheme
- Season Ticket Loans
- DKMS pension scheme –employer DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.
- Further information on staff benefits are coved on our [website](#).