

Job title: Private Receptionist/Administrator
Reporting to: Physiotherapy London Practice manager

020 8778 9050
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Department: Support Services **Location:** As required – Canary Wharf,
Crystal Palace, Orpington,
Mottingham.

Hours : Zero Hours Contract **Salary:** £10 per hour
Mon – Fri 8am – 8pm
Sat 9am – 1pm

Purpose of the Role

As a receptionist at our main clinic sites you will be the face and voice of Physiotherapy London (Part of Vita Health Group).

Acting as an extension of the firm's brand and core values, the purpose of this role is to welcome patients and visitors to our clinic, as well as support the clinicians and the admin function of the business.

You will be responsible for greeting all visitors with a friendly and professional approach and answering any questions in a pleasant and efficient way, whilst ensuring that all reception tasks are completed daily.

This role requires a clear concise communicator with the ability to use initiative to multi task and also prioritise when needed.

Key Responsibilities

- Welcome all visitors to the clinic and ensure that patients are appropriately briefed so as to prepare them for their appointment.
- Book appointments and classes for both our NHS and Private patients.
- Manage and maintain clinician's appointments diaries. Ensure future appointments are booked correctly and provide a backup paper version on a daily basis.
- Contact patients that have not attended their appointment to offer to re-arrange their appointment.
- Liaise with patients regarding the payment of their treatment. This involves processing cash or card payments.
- Ensure that the reception and waiting area is kept tidy and presentable at all times.
- Monitor and manage emails, ensure that they are responded to in a timely manner.
- Work closely with the NHS and Private Administrators as well as clinicians to resolve patient queries.
- Update patient information and ensure adequate notes are added to patients' records as required.
- Identify and escalate any issues.
- Complete daily reception tasks such as banking, printing of forms, scanning and post.
- Keep patients updated when clinical staff are running late and re-arrange any appointments due to a short notice cancellation.
- Open and close the clinic & office.
- Any other ad hoc duties to support the Reception, Occupational Health, Customer Service and Administration function of the business.

KPIs

- Reception feedback scores of 90% or more.
- Call evaluation scores of 90% or more.
- Emails responded to within 24 hours.
- Actions completed within 24 hours.
- Accurate daily banking.
- Scanning to be completed within 24 hours of receiving the document.

Skills and Experience

- Ability to work within a team and put the customer's needs first.
- Ability to work independently and problem solve when required.
- Ability to use own initiative and adapt to changing priorities.
- Experience of processing cash and card transactions would be an advantage.
- Excellent written and spoken communication skills.
- Strong administration skills with exceptional attention to detail.
- Experience dealing with the public face to face is preferable.
- Previous reception experience is advantageous.

