Private Administrator

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| Job title: | Private Administrator |
| Department: | Private |
| Location: | Abbey Marlow |
| Reporting to:  (job title only) | Private Administrator |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | N/A |
| Responsible to:  (where applicable) | N/A |
| Job purpose: | As an Administrator and Receptionist, you will be the face and voice of The Abbey Clinic in Marlow, 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 to the clinic and support them through their treatment, whilst undertaking all administrative tasks required to ensure the smooth running of our clinic.  This is a great opportunity to work with a committed team of professionals who are passionate about helping people and offering excellent service. The administrator/receptionist position is an integral role within our team.  You will be responsible for taking inbound and making outbound calls and ensuring these are answered within target, managing and processing new private referrals and sending reports to Third Party referrers within strict time frames.  This role requires a clear concise communicator, with the ability to use initiative to multitask and change priorities as required. |
| Role and Responsibilities: | **Key Responsibilities**   * Manage your own activities and ensure that these are completed in a timely manner and within target. * Work effectively within the Private Administration team to ensure team targets and KPI’s are achieved. * Identify and escalate any issues. * Work closely with our Clinicians to resolve patient queries. * Answer incoming telephone calls in a professional and timely manner and within KPIs. * Monitor and manage voicemails and emails ensuring they are responded to in a timely manner. * Accurately process referrals and contact * Send clinical letters and reports by email and/or post within target. * Keep Third Party portals accurately updated with case information. * Manage Administration Activities list, respond to actions appropriately and in a timely manner. * Welcome all visitors to the clinic in a polite and courteous manner and ensure that patients are appropriately briefed to prepare them for their appointment. * Manage and maintain our private appointment diaries, ensuring future appointments are booked correctly. * Liaise with patients regarding the payment of their treatment including processing card/electronic payments. * Update patient information and ensure adequate notes are added to patients’ records as required. * Ensure that the reception, waiting area and office space is always kept tidy and presentable. * Complete ad hoc reception tasks such as banking, printing of forms, scanning and post. * Communication with clinical staff where a patient is going to be late or needs to reschedule their appointment. * Keeping patients updated when clinical staff are running late and re-arranging appointments due to short notice cancellation of the clinic. |
| Clinical Governance:  (where applicable) | N/A |
| Training and supervision: | Full induction training will be provided with line manager supervision. |
| Additional information: | N/A |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * + Professional telephone manner with excellent customer service skills.   + Experience dealing with the public face to face | * + Experience of processing card/electronic and cash transactions.   + Previous administration experience.   + Previous experience working at a Physiotherapy practice or in a medical environment. |
| **Skills/knowledge** | * + Strong administration skills with exceptional attention to detail.   + Ability to work independently or lone work where necessary.   + Ability to use own initiative and adapt to changing priorities.   + Strong communication skills   + Good IT literacy is essential. | * + Previous experience with Microsoft Teams |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Excellent written and spoken communication skills.   + Professional telephone manner with excellent customer service skills.   + Ability to work within a team and put the customer’s needs first. |  |

# Version Control

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| Owner: | B2C Ops Lead | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | B2C Ops Lead | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 14/03/2024 | Code: | 1.1 |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 14/03/2024 | Full review of Senior Administrator job description. |
| V1.2 |  |  |
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