Private Administrator/Receptionist Job Description

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| Job title: | Private Administrator/Receptionist |
| Department: | Private |
| Location: | Crystal Palace, London |
| Reporting to:  (job title only) | Private Administrator Team Leader |
| 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 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 Private Department and 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 viewed as an integral role within our team.  You will be responsible for taking inbound and making outbound calls and ensuring these are answered within KPIs; managing and processing new private referrals and sending reports to 3rd 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 KPIs. * 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 and other service teams to resolve patient queries. * Any other ad hoc duties to support the Reception, Customer Service and Administration function of the service. * 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. * Send clinical letters and reports by email or other electronic means within KPIs. * Keep 3rd 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. * Book follow up appointments and classes for our Private patients. * Manage and maintain our private appointment diaries, ensuring future appointments are booked correctly. * Liaise with patients regarding the payment of their treatment.  This involves processing card/electronic or cash 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.   **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| 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** | * 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. * Good IT literacy. |  |
| **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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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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