Private Receptionist/Administrator

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| Job title: | Private Receptionist/Administrator (zero hours) |
| Department: | Private |
| Location: | Crystal Palace, Mottingham, Wimbledon, Battersea |
| Reporting to:  (job title only) | Crystal Palace Reception Manager |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | N/A |
| Responsible to:  (where applicable) | N/A |
| Job purpose: | 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. |
| Role and 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.   **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 of processing card transactions would be an advantage. * Experience dealing with the public face to face is preferable. * Previous reception experience is advantageous. |
| **Skills/knowledge** | * + Strong administration skills with exceptional attention to detail.   + Ability to work independently and problem solve when required.   + Ability to use own initiative and adapt to changing priorities.   + Excellent written and spoken communication skills.   + Ability to work alone and use initiative to problem solve when lone working   + Very strong IT Skills, using various patient management software   + Adaptability and able to learn on the job |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Able to travel to different clinics located around London   + Ability to work within a team and put the customer’s needs first. |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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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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