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) | 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 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.  Whilst covering the reception area, you will ensure that all reception tasks are completed daily, and patients are greeted with a friendly, professional approach.  You will be responsible for the welfare of our patients while they attend our clinic, booking their appointments and classes, looking after the clinicians needs while also taking inbound and making outbound calls. You will also be required to send reports to 3rd party referrers and consultants within strict time frames. As well as general administrative tasks, including the use of Microsoft 365 and various clinic software packages. |
| Role and Responsibilities: | **Key Responsibilities**   * Manage your own activities and ensure that these are completed in a timely manner. * Identify and escalate any issues. * Work closely with administrative colleagues and clinicians to resolve patient queries. * Any other ad hoc duties to support the Reception, Customer Service and Administration function of the business. * Welcome all visitors to the clinic and ensure that patients are appropriately briefed and prepared for their appointment.   **Reception specific responsibilities**   * Welcome all visitors to the clinic in a polite and courteous manner, and ensure all patients are appropriately briefed for their appointment. * Manage and maintain our appointment diaries and ensure future appointments are booked correctly. * Liaise with patients regarding the payment of their treatment. This involves processing cash and card payments. * Update patient information and ensure adequate notes are added to patients’ records as required. * Ensure that the reception and waiting area is always kept tidy and presentable. * Complete daily reception tasks such as inputting new patient’s data, scanning and restocking rooms. * 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 reschedule appointments as needed. * Opening and closing clinics   **Administration specific responsibilities**   * Answer incoming telephone calls in a professional manor. * Monitor and manage voicemails/emails, ensuring they are responded to in a timely manner. * Accurately process referrals and contact patients via phone and email to book their appointments. * Send clinical letters and reports by post and/or electronic means.   **KPIs**   * Reception Observation scores of 90% or more. * Email or Call Evaluations scores of 90% or more. * Accurate daily banking. * Scanning to be completed within 24hrs of receiving. * Activities on PPS (Letters/Actions/Emails/SMS) to be actioned within 24hrs of receiving. * Emails responded to within 24hrs of receiving.   **Skills and Experience**   * Ability to work within a team and put the customer’s needs first. * 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. * Ability to use own initiative and adapt to changing priorities. * Ability to work alone and use initiative to problem solve when lone working. * Strong I.T. Skills. * Experience dealing with the public face to face is preferable. * Previous reception experience is advantageous. * Adaptability and able to learn on the job.   **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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| 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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