

Job Description

TITLE	BANK RECEPTIONIST / ADMINISTRATOR
FUNCTION/AREA	PATIENT SERVICES
REPORTING TO	REGIONAL LEAD PATIENT SERVICES ADMINISTRATOR

PURPOSE OF THE ROLE

To provide administrative support to the clinic staff and cover for Reception as and when required.

MAIN INTERFACES

INTERNALLY: All Bourn Hall Clinic and Business Support services staff.
EXTERNALLY: All visitors and patients, General Practitioners, contractors on site and service providers.

KEY TASKS & RESPONSIBILITIES

- To welcome visitors and patients in a pleasant and polite way and enter details into the IDEAS database.
- To ensure that all patients proceed through the clinic with appropriate documentation.
- To provide a general secretarial/administrative service for the clinic as and when required.
- To arrange taxis for patients and visitors as and when required.
- To sort incoming mail and dispatch outgoing mail.
- To prepare new consultation notes; maintain smooth movement of medical files, accurate booking of patient appointments.

MANAGEMENT/LEADERSHIP

N/A

ACCOUNTABILITY AREA

To project a professional, empathetic and calm image to all patients and visitors and carry out assigned administrative tasks accurately and on time.

AUTONOMY & AUTHORITY

- To decide where to route calls.
- To deal appropriately with unexpected visitors through liaison with the relevant department/ Regional Clinic Manager.
- To be clear about what can and cannot be said to all callers/visitors/patients/staff.

FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE

- Experienced in an administrative role with skills as a receptionist/telephonist.
- Willingness to learn about the treatments offered within Bourn Hall Clinics in order to provide information to staff, visitors and patients regarding the services provided by the Bourn Hall Group.
- Knowledge of Data protection and the need for confidentiality at all times pertaining to all aspects of the business of the Company.

PROBLEM SOLVING

- To be pro-active in problem solving on a day-to-day basis regarding booking treatment, file management etc.
- Being able to resolve patients' queries tactfully, diplomatically and successfully.
- Suggest improvements to reception/admin services.

NATURE & AREA OF IMPACT

To promote the Bourn Hall Group in a professional and caring way. Being aware that the reception area is the first point of contact for callers/visitors/patients, and therefore will significantly influence their first impressions of the Company.

INTERPERSONAL SKILLS

- Excellent communication and interpersonal skills required in order to deal with both staff and visitors/patients.
- Excellent teamwork approach, willing to change duties and offer cover as and when required.
- Tact and diplomacy.
- Respect for confidentiality at all times.

SPECIAL PROJECTS

To assist with special projects as and when required.

CANDIDATE'S PROFILE

EDUCATION/PROFESSIONAL EXPERIENCE

- Good general education and previous reception and administration experience.
- Good working knowledge of Microsoft Word, Excel and Outlook and databases.
- Good communicator, careful and caring so as to be able to deal sensitively with potentially distressed patients on the telephone and face to face.
- Previous medical clerical/secretarial experience is an advantage.

LANGUAGES

Excellent spoken and written English.

SKILLS & COMPETENCIES

- Speed and accuracy with attention to detail of paramount importance.
- Calm outlook, discrete, adaptable, sense of humour, capable of lateral thinking and good recall.
- Must be willing to learn and be receptive to continued education in the fertility treatments.
- A caring and understanding attitude to the patients and awareness of the sensitivity and confidentiality of their situation.
- Computer literate, accurate and numerate.
- Ability to prioritise workload and willingness to assist other members of staff as and when required.
- Professional attitude.
- Empathetic approach.
- Excellent communication & interpersonal skills.
- Excellent telephone manner.
- Ability/aptitude to follow procedures.

APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	