

Job Description

TITLE	PATIENT FINANCE ADMINISTRATOR	GRADE:	7
FUNCTION/AREA	FINANCE		
REPORTING TO	FINANCE DIRECTOR		

PURPOSE OF THE ROLE

To provide an excellent billing service to patients and accurate, effective and timely information to the finance department.

MAIN INTERFACES

INTERNALLY: Finance team, Patient Services team, Bourn Hall Clinic Management and all staff of Bourn Hall Clinics and Business Support Services.

EXTERNALLY: Patients and prospective patients, other assisted conception units and General Practitioners, Bourn Hall Clinics, Satellite units.

KEY TASKS & RESPONSIBILITIES

- With the Senior Patient Finance Administrator, manage the day-to-day clinic billing processes.
- Manage the collection of debts.
- Discussions with patients as and when required.
- Liaising with clinic departments in order to collect information for accurate billing purposes.
- All other duties related to the billing service.
- Willing and able to assist the wider Finance and Patient Services teams with tasks as and when required.
- To always display the company's core values (Passion, Adaptability, Commitment and Teamwork & Collaboration), bringing them to life in everything that you do.
- Quarterly billing of NHS contracts

MANAGEMENT/LEADERSHIP

Responsible for the accurate and timely day to day management of the Company's billing processes.

ACCOUNTABILITY AREA

Responsible for providing accurate billing information for the Clinic and an excellent billing service to Bourn Hall Clinic customers with the utmost consideration for patient care and confidentiality.

AUTONOMY & AUTHORITY

To be able to work on own initiative and to take responsibility for workload. To make suggestions for improvement in processes and procedures to improve efficiency.

FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE

- Must be familiar with accounting/billing systems and be able to produce reports as required.
- Must be computer literate, accurate and have careful attention to detail.
- Knowledge of data protection and the need for confidentiality at all times pertaining to all aspects of the business of the company.
- Must be a competent Excel user and familiar with handling and manipulating large datasets.

PROBLEM SOLVING

To liaise with other staff to find solutions to internal and external problems.

NATURE & AREA OF IMPACT

Support for Patient Services team in order to support the larger clinical teams to ensure business excellence.

INTERPERSONAL SKILLS

- Good team player, with sound communication skills and an ability to work under pressure.
- A flexible and helpful attitude to ensure the smooth running of the department.
- Good communication skills required at all levels, both internal and external.
- Ability to deal diplomatically with colleagues and customers both face-to-face and via telephone or email.
- Discretion and sensitivity required in dealing with customers (patients and funding authorities) because of the sensitive nature of the treatment, and confidentiality regulations.
- Good listener, 'friendly voice at the end of the phone'.

SPECIAL PROJECTS

To undertake projects as and when required in order to support the improvement of Finance and Patient Services activities and the overall success of the business.

CANDIDATE'S PROFILE

EDUCATION/PROFESSIONAL EXPERIENCE

- Experienced in use of accounts software and databases.
- Experience in a finance role involving billing/invoicing.
- Excellent command of English language and grammar along with first class customer service skills.

LANGUAGES

Excellent spoken and written English.

SKILLS & COMPETENCIES

- Computer literate.
- Intermediate Excel and data skills
- Accurate, methodical, well organised and used to working as part of a team.
- Speed and accuracy with excellent attention to detail of paramount importance.
- Calm outlook, discrete, adaptable, a sense of humour.
- Capable of lateral thinking and have good recall.
- Willingness to learn and receptive to continued education in Bourn Hall Clinic.
- A caring and understanding attitude to patients and awareness of the sensitivity and confidentiality of fertility treatments.
- Able to prioritise workload and willing to assist other members of staff.

APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	