CLINIC RECEPTIONIST

**Part-time**

Start: asap

Applications are invited for a part-time position to work in the Clinic Reception of an Osteopathic Clinic based in Hampstead, London NW3.

JOB RESPONSIBILITIES:

* Answering the telephone and taking messages
* Making appointments and updating patient records using a computerized diary software
* Dealing appropriately and professionally with enquiries from patients
* Typing correspondence
* Maintaining a filing system
* Dealing with incoming and outgoing post
* Dealing with clinic staff, students practitioners & general public
* Other Admin duties as requested by Clinic Reception Manager

**PERSON SPECIFICATION:**

* Must have excellent working knowledge of IT i.e. Microsoft Office Packages (esp. Word and Excel)
* Previous reception or customer service experience
* Ability to work under pressure and in flexible shifts
* Good communication skills and courteous disposition
* Ability to deal appropriately with confidential information / records
* Excellent team working skills
* Excellent written and spoken English
* Previous experience of working in a medical reception is preferable but not essential

**WORK HOURS / LOCATION** – 17 hours per week over 2 days – Thursday (09:00-19:00) and Friday (09:00-18:00). The work location will be the outpatient clinic in London NW3.

**SALARY: £8.72/hr**

**APPLICATION -** Application may be made on BCOM Employment application form (<http://www.bcom.ac.uk/working-at-bcom>) or you can send us a CV and covering letter. Please send your application to jopala@bcom.ac.uk on or before the closing date.

**JOB DESCRIPTION**

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| **TITLE:** | **CLINIC RECEPTIONIST**(PT 17hours//week) |
| **KEY RELATIONSHIPS:** | Clinic Reception ManagerClinic Reception staffHead of ClinicClinic FacultyStudentsMembers of the Public |
| **LINE MANAGER** | Clinic Reception Manager |

**ROLE OBJECTIVES:**

Working at the **Clinic Reception at Frazer House**, **17 hours per week over 2 days – Thursday (09:00-19:00) and Friday (09:00-18:00)**. This is to ensure the smooth running of the college clinics. The clinic reception at Frazer House is fully computerized and set procedures are laid down to cover the duties to be undertaken. As the college continues to expand, roles will need to become more flexible and multi tasking more common.

They will be dealing directly with the reception staff, patients, relatives, students, clinic Tutors, GPs etc. Confidentiality must be observed at all times and is a key aspect of this role. The post holder must be willing to provide cover for other members of the clinic reception team as and when required.

The post holder may be asked occasionally to work extra hours or more days in the week during certain times of the year for example during mock clinical competency examinations (MCC), final clinical competency examinations (FCC) or during the college graduation ceremony, which is on a Friday in October. Advance notices / academic calendars will be given in each of these cases.

**KEY RESPONSIBILITIES:**

1. Greeting patients and other visitors to the College.
2. Making and canceling appointments for patients by telephone and in person.
3. Inputting and updating the patient appointment details regularly, efficiently and accurately on the clinic computerized diary management software.
4. Answering the telephone and handling enquiries relating to the clinic.
5. Checking and locking up the clinic when on the late shift when necessary.
6. Opening and setting up the clinic when on an early shift when necessary.
7. Receipt of and accounting for payments/fees received from Patients.
8. Cash up the clinics revenue ensuring they balance.
9. Filing, maintenance and update of patient records and statistics.
10. Typing medical letters as and when required.
11. Photocopying documents and records.
12. Maintaining the reception and stores areas and ensuring they are neat and tidy and well stocked. Placing all new stock in the storage room.
13. Making announcements over the public address system.
14. Informing students of changes to the daily schedule.
15. Correspondence; opening and distributing post & faxes.
16. Dealing with customer complaints and advising manager where necessary.
17. Checking and preparing the treatment rooms between clinic sessions.
18. Learning the patient computerized booking system and managing patient appointments.
19. Providing Cover in other departments as and when required. E.g.: Lief House Reception and Library.
20. To provide cover for other staff members going on Annual / Sick Leave, as and when required.
21. To regularly prepare clinic data (usually on MS Excel / MS Word) in liaison with the Clinic Reception Manager.
22. Understand, uphold and maintain utmost care while handling patient information or any clinic related data/documents due to the confidential nature of the data/information.
23. In all matters liaise with the Clinic Reception Manager and in their absence with the Head of Clinic and/or HR Department and to always act in accordance with the rules, guidelines and protocols of the clinic and the college, and if in doubt to seek clarification from higher management and / or HR. All rules; guidelines and protocols related to the clinic and the college is to be found on BCOM intranet Osteonet.
24. Any other tasks required by Clinic Reception Manager / Clinic Management including inducting, mentoring and training new staff whenever required by the Clinic Reception Manager and/or HR.

**PERSON SPECIFICATION:**

**COMPETENCIES**

**Flexibility**

1. Able to work 17 hours per week over 2 days – Thursday (09:00-19:00) and Friday (09:00-18:00).
2. Ability to work at the Clinic in NW3
3. Willing to perform other duties within the Clinic to ensure efficiency, i.e. checking and preparing treatment rooms between clinic sessions etc.

**Customer Skills**

1. Ability to deal with members of the public;
2. Excellent and fluent communicator in English; Knowledge of other languages may be advantageous but not a requirement of this job
3. Good telephone manner; and courteous disposition
4. Committed to deliver the highest standards of customer service;
5. Some experience working in a clinic/medical environment would be beneficial, but not essential;
6. Ability to handle conflict situations.

**Computer Skills**

1. MS Word to at least Intermediate level;
2. MS Excel to at least Intermediate level;
3. MS Power Point (desirable but not essential);
4. Experience working with any database type system i.e. Patient Administration System etc (desirable but not essential);

**Other**

1. Team player;
2. Reliable and conscientious;
3. Helpful, friendly with a good sense of humour;
4. Ability to work accurately and efficiently with minimal supervision; while also able to follow procedures and instructions;
5. Good attention to detail with the ability to problem solve (approaches issues logically) and a thorough approach to work;
6. Ability to work with cash and balance up the clinic revenue;
7. Understanding of patient confidentiality.

**PROBATION PERIOD:**

This position is subject to a 6 month probation period.