

**Job Spec: Front of House - Receptionist, London Gynaecology City of London**

London Gynaecology is a first class private gynaecology practice with 10 consultants based in the City of London and at The Portland Hospital.

We are actively seeking candidates for an instrumental role at our new location in the City; Front of House - Receptionist. The role is a critical one as it is the first face to face contact point a patient will have with London Gynaecology and will aid smooth running of the clinic daily. This is a great opportunity for someone with excellent reception skills who is looking to add to their responsibilities.

The role will sit in the administration team and will report to Practice Manager.

**Key responsibilities**

- Responsibility for reception and waiting area, ensuring a clean, tidy and welcoming environment.
- Initial greeting to patients; warm welcome to the practice.
- Liaising with all patients, visitors, consultants and users of the clinic.
- Assisting patients in navigating the clinic.
- General administrative duties such as filing, posting of letters.

**Reception Duties**

- Greet all patients and create a pleasant and relaxed atmosphere for patients.
- Ensure patients check temperatures, wear PPE and sanitise appropriately.
- Ensure reception and waiting areas are kept tidy and clean at all times.
- Obtain all client details promptly and accurately and maintain accurate patient registration from database.
- Complete patient registration, printing and checking patient details and updating records as required.
- Manage delays and keep patients informed on arrival.
- Work with secretaries to collect reviews and feedback.
- Take payments as required.
- Deal with and respond to emails as required.
- Open and distribute daily post in a timely manner.
- Scanning and filing of all patient correspondence.
- Answer any telephone calls promptly.
- Chaperoning where required (training will be given)
- Keep your knowledge up-to-date of all the services and products that London Gynaecology provides.
- Keeping up to date with mandatory training.

**Experience**

- The ideal candidate will have held a receptionist or front of house role previously, within a medical environment.
- PC experience (MS Office Suite) - essential.
- Practice manager (Heydoc) software experience - valuable but not essential.

**Required Qualities**

- Positive attitude and demeanor, this role is often the first face to face experience that a patient has with London Gynaecology.
- Excellent customer service skills.
- High attention to detail.
- Sympathetic and caring: patients can sometimes be anxious or worried, a caring and sympathetic attitude is most important.
- Discreet approach; the nature of our work is confidential and often sensitive. When speaking with patients a discreet approach is required.
- A willingness to pitch in and work outside of the core responsibilities of the role; we are a small team and we all work as needed from time to time.
- Good telephone manner