

## **London Gynaecology**

### **Job Spec: Receptionist, London Gynaecology**

London Gynaecology is a leading private Gynaecology Practice, based at two locations: The Portland Hospital, one of London's leading private hospitals, and our independent clinic in the heart of the City of London (Austin Friars). With thirteen consultants, the practice is busy and dynamic and sees in excess of 700 patients each month. It is a fast-paced environment and often there are multiple consultants in clinic at the same time.

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

The role will sit in the administration team and will report to the Admin Team Leader and Clinic Manager at Austin Friars. In addition to the key responsibilities, the role will also support the practice secretaries where required.

The role would primarily be based at Austin Friars but there is some flexibility required and you may need to work at our other clinics if needed. The hours are 35 hours per week and your shifts will depend on what clinics are running (usually it will be one of the following: 7am – 3pm, 8am – 4pm, 9am -5pm or 10am – 6pm ; Monday – Friday, although the occasional Saturday may be required).

#### **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 to ensure the smooth running of the clinic.
- Assisting patients in navigating the clinic.
- Invoicing and taking payments following appointments.
- Being last point of contact before patients depart the clinic and ensuring their visit has been satisfactory.
- General administrative duties such as filing, scanning results and documents into patient notes and posting of letters.

## Reception Duties

- Greet all patients and create a pleasant and relaxed atmosphere for patients.
- Ensure patients are complying with covid guidelines, such as wearing PPE and sanitizing as appropriate.
- 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, checking patient details and updating records as required.
- Manage delays by communicating with nurses / consultants at the clinic and keep patients informed on arrival / before arrival.
- Work with secretaries and nurses to collect reviews and feedback.
- Create invoices and taking payments.
- Deal with and respond to emails as required.
- Open and distribute daily post in a timely manner.
- Scan and file patient correspondence onto the system.
- Arrange any further appointments, scans and referrals as per consultant requests.
- Manage prescription requests and deliveries in clinic.
- 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.
- Keep up to date with mandatory training.
- Support the practice in administrative tasks as required.
- Support the practice secretaries in general, particularly during short periods of leave.

## Experience

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

## Required Qualities

- Positive and friendly attitude and demeanor, this role is often the first face to face experience that a patient has with London Gynaecology.
- Excellent customer service skills.
- Sympathetic and caring: patients can sometimes be anxious or worried, a caring and sympathetic attitude is most important.
- High attention to detail.

- Ability to multi-task, work well under pressure and stay calm during busy periods.
- 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.

## Salary

Please email us [contact@london-gynaecology.com](mailto:contact@london-gynaecology.com) for salary information.