

Medical Receptionist

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Company: The London Clinic

Location: London

Category: other-general

Details Medical Receptionist Vacancy type Experienced Contract type Full time Area of specialism Administrative & Business Support Role type Customer/Patient Support Services

Summary of role We have an exciting opportunity for Medical Receptionist to join our team.

This role is based across multiple locations within the Harley Street area in Central London (W1G 7LD). We are offering a competitive salary of £26,210 per annum plus a fantastic array of benefits. Established in 1932, The London Clinic is one of the UK's largest private hospitals, with 8 state-of-the-art facilities located in the heart of London's medical community around Harley Street. We have circa 1350 employees, and we are dedicated to providing our patients with expert, individualised treatment and care. We cover a comprehensive range of services, including complex medical and surgical procedures plus a range of cancer services. The London Clinic has a supportive and warm working culture where your contribution is valued, and you can help us deliver our three core values of "We go further", "We work as one" and "We personalise care." Job Profile The Medical Receptionist will provide a professional and patient focused service to our referring Consultants and their patients. The Medical Receptionist will provide admin support for medical administrative areas. The ideal candidate will be flexible and supportive, be well-kept and have first class customer service skills to support patients and visitors on a daily basis. Please note that all successful candidates will need to go through our full onboarding process in order to commence in this role. This will include 3 years of employment history references, ID verification, DBS check (costs covered) and occupational health clearance by our designated onboarding team. Job Type: This is a full-time, permanent position working

40 hours per week. Rota: Monday to Friday – between 7:30am to 8pm, plus rotating Saturdays. Sunday shifts may be additional if the business requires. You will be given days off during the week in lieu of weekend shifts. Salary: £26,210 per annum Location: Various locations within The London Clinic (Nearest train stations are Regents Park, Baker Street and Great Portland Street) Benefits package: Contributory pension scheme (total annual contribution up to 20%). Private Medical Healthcare. 33 day's annual leave (Inclusive of bank holidays). Season ticket travel loan, family friendly benefits, and a wide range of discounts with a variety of retailers/services, plus much more. We also offer excellent career development; with clear career pathways and access to further education. Key Duties To provide a professional and patient focused service to our referring consultants and their patients attending our reception, registration, bookings and cashiering areas. To undertake any other duties delegated through the appropriate channels and agreed with the Front of House Manager/ Assistant of Front of House Manager. Deal with issues, requests, and enquiries promptly and courteously, notifying the individuals concerned and follow up accordingly. To ensure collection of payment from clients. This maybe in the form of cash or electronic transactions. To be well organized, competent, keep accurate records and maintain the confidentiality of all patients and visitors. To ensure that the patient's visit, is carried out with minimum delay, coordinating the activities and the providing of the information flow to relevant Departments. Skills & Experience Receptionist experience in a similar private hospital or healthcare environment is essential. Strong PC skills required. Ability to be flexible with changing workloads. The ability to work well within a team as well as alone. The London Clinic has charitable status which is fundamental to our identity and how we operate, enabling our teams to invest in treatments, technology and facilities that benefit our patients, staff and the wider community. We are committed to safeguarding and protecting all adults at risk, children and young people by implementing robust safer recruitment practices during our selection process. Pre-employment checks are undertaken in accordance with industry standards and regulations, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS). If you would like further information about our safer recruitment policy then please contact a member of our recruitment team. The London Clinic is proud of its diverse workforce and is committed to building a team that represents a variety of backgrounds, perspectives, and skills. We absolutely welcome applicants from underrepresented groups;

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