



THE EVEWELL

Medical Receptionist and Administrative Assistant

About The Evewell

The Evewell is a group of (currently two) independent prestigious private clinics at Harley Street and West London specialising in gynaecology and fertility treatments. Each Evewell clinic is a fully integrated centre of medical excellence dedicated to caring for and protecting all aspects of a woman's gynaecological and reproductive health.

The Evewell is committed to providing patients a high level of individualised patient care. We aim to have satisfied patients and a happy team who are fulfilled by their jobs and can truly care for their patients.

We value diversity, and you will find an inclusive environment where everyone is driven by the same values and purpose.

Role overview

Medical Receptionist and Administrative Assistant

You will be working on reception, liaising with patients, answering queries, making appointments, taking payments and providing comprehensive information regarding all the procedures and treatments.

A programme of full training and induction will be given to the successful candidate.

The successful candidate must be able to demonstrate an empathetic and caring nature towards our patients and be reliable to open the clinic and have previous reception experience.

We are looking for candidates who are confident, clear communicators, with excellent attention-to-detail and are able to work accurately and efficiently in a pressured environment whilst being versatile and flexible.

Duties and responsibilities

- Greet patients and direct them to the proper waiting area, notify clinical team of waiting patients, manage patients' expectations on wait time
- To book patient appointments and procedures within the clinic booking system providing an excellent patient service via the telephone and email
- Possess a detailed level of knowledge of clinic services and procedures to be able to provide information and advice for patients wishing to book appointments and procedures
- Coordinate with the clinical team or accounts team if more in depth explanations are required for patients
- Book follow up appointments for Consultants
- Sort and distribute incoming mail and packages
- Provide patients with teas or coffees as required, and tidy the reception room area
- Input new patient's details, update records and enter data onto the clinic system as required
- Prepare invoices and take payments and ensure payments are entered onto the relevant system
- Ensure follow up appointments are made with patients
- Take deliveries and ensure couriered bloods are done in a timely manner



THE EVEWELL

- Perform other administrative duties as required
- Maintain office supplies inventory and place orders when necessary
- Perform general clerical duties such as photocopying, scanning, and filing
- Provide cover for their colleagues in their absence
- Serve as a Fire Marshall

The ideal candidate will have

- Proficient IT skills
- Excellent verbal and written communication skills
- Strong organizational skills with the ability to multitask and prioritize tasks
- Attention to detail and accuracy in data entry and record keeping
- Ability to maintain confidentiality of sensitive information
- Strong interpersonal skills with the ability to work well in a team environment

General

- Comply with the Human Fertilisation and Embryology Authority's Code of Practice, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Quality Commission (Registration) Regulations 2009 and the Data Protection Act 2018, with special reference to patient confidentiality
- Comply with The Eweell's health & safety policies with particular reference to procedures to be followed in the event of a fire and to report all accidents and untoward incidents to the health & safety officer
- Undertake mandatory training as required, including health & safety, fire, manual handling
- Comply with infection control, CQC and safeguarding policies and procedures
- This post is subject to an Enhanced Disclosure with the DBS.

Benefits

- Bereavement leave
- Company events
- Company pension
- Cycle to work scheme
- Employee discount
- Free flu jabs
- Sick pay

Location

- The Eweell West London in Hammersmith and The Eweell Harley Street)
- This role must be undertaken on-site. There will be no opportunity for remote/home working.

Job type

- Permanent

Hours

- Monday to Friday, 9am to 5.30pm
- 40 hours/week plus a weekend rota
- 9 hour shift Monday through Friday between 7am and 7pm
- Saturdays 8am-4pm on a max 2 in 4 rota

Salary



THE EVEWELL

- £26,000 - £27,000 per annum

Experience / qualifications

- Medical Receptionist: 1 year (preferred)

Other

This position requires a candidate who is reliable, professional, and has a strong work ethic. The ideal candidate will have previous experience in an medical receptionist role or administrative role.

If you are looking for a challenging yet rewarding opportunity to contribute to a dynamic team, please submit your CV along with a cover letter detailing your previous suitable experience for this position. We look forward to hearing from you!

Diversity and Inclusion

The Evewell is committed to making sure that every applicant is assessed solely on personal merit and qualifications. We believe diversity in the workplace leads to a positive and stronger team and value the diversity of our colleagues. At The Evewell we advocate a culture of inclusivity where you can bring your true self. We'll make sure you are treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.