



THE EVEWELL

Medical 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 Administrative Assistant

As a Medical Administrative Assistant, you will be responsible for providing secretarial and administrative support of the highest quality to our clinical team.

Duties and responsibilities

- Answer phones and patient enquiries and manage the responses
- Input new patient's details, update records and enter data onto the clinic system with precise attention to detail
- Manage correspondence and telephone enquiries as directed
- Maintain and file accurate records
- Arrange meetings
- Maintain stationery / stock levels
- Scanning and filing of documentation
- Chasing pathology results from the laboratory
- Provide cover for their colleagues in their absence including front of house reception cover and telephone support
- Facilitate the sending of text reminders to patients through the clinic system
- Assemble new patient files and ensure patient lists are printed ready for the following day and to ensure patient notes are retrieved from filing as required
- Ensure that all relevant paperwork for each patient list is ready for Consultant / Practitioner
- Undertake audiotyping and / or checking of Consultant's letters
- Book patient appointments and procedures within the clinic booking system providing an excellent patient service via the telephone and email
- Book follow up appointments for Consultants
- Work closely with the front of house reception team providing sufficient information and support to ensure that smooth patient service can be maintained

The ideal candidate will be

- Previous Medical administrator experience is preferred
- Medical secretarial skills including audio typing is preferred (minimum 40 words per minute)
- Word processing skills
- Good organisation skills



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- Excellent telephone and written manner

Benefits

- Discretionary bonus
- Cycle to work scheme
- Annual season ticket loan
- Treatment discounts/
- 6.6 weeks' holiday inclusive of bank holidays
- Enhanced maternity pay

Location

- Roles are available at both Harley Street and Hammersmith locations.
- This is a clinical role which must be undertaken on-site. There will be limited opportunity for remote/home working.

Job type

- Permanent

Hours

- Monday to Friday, 9 hours per day, 8am to 6pm

Salary

- £27,400-£32,000 per annum

Experience / qualifications

- Previous Medical Secretary experience within a private fertility environment is preferred
- Experience in Fertility or Gynaecology is preferred
- MediTEX and MidexPro knowledge preferable, not essential

Other

- This post is subject to an Enhanced DBS check.

Diversity and Inclusion

The Ewell 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 Ewell 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.