



THE EVEWELL

## Medical Personal 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 Personal Assistant

We are seeking a Medical Personal Assistant, to provide first class pro-active PA/Secretarial support to Consultants.

The Medical Personal Assistant will work with various teams to co-ordinate the Consultants' schedules, busy workload and clinic commitments.

The successful candidate will be confident, with clear communication and a real focus on providing outstanding support to the Consultants.

We are looking for candidates who demonstrate strong interpersonal skills, who can work well with the various teams at all levels across the clinic. They will be versatile and flexible, possess excellent attention-to-detail and be able to work accurately and efficiently in a pressured environment.

They will be able to adhere to processes and protocol and prioritise workload in order to meet the Consultants' objectives and work well in a tight knit team.

### Duties and responsibilities

- Working with the assigned Consultant to maintain oversight of the Consultant's caseload of patients, including ensuring administrative tasks are completed in line with Evewell standards of service.
- Acting as a first point of contact with patients to book appointments, answer queries and take messages for Consultants.
- Handling telephone and email enquiries in a professional manner, ensuring accurate and timely information is provided.
- Preparing patient results and queries for the Consultant's review, including chasing results with third parties.
- Ensuring all relevant documentation is available for the Consultant ahead of their clinic lists, including uploading/scanning documents onto patients' files and updating patient information.
- Checking, formatting and sending reports dictated by the consultant.
- Providing accurate information to patients including details on investigations at The Evewell and with third party centres and hospitals.
- Liaising with relevant internal teams to coordinate patient treatment.



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- Responsibility for and coordination of the Consultant's diary to ensure the smooth running of their workload, in consultation with other teams and staff members.
- Escalating concerns regarding the Consultant's caseload, diary or patients to Lead PA.
- Provision of cross cover for other areas (annual leave and ad hoc absences).
- Regularly assessing working practices to identify possible improvements and improve efficiency.

### The ideal candidate will be

- Have a minimum of two years' experience as a Medical Secretary and working in a team-oriented office environment
- Have excellent verbal and written communication skills
- Have a strong understanding and respect for confidentiality
- Always maintain a professional conduct, remaining calm and in control
- Be highly proficient in Microsoft Office (PowerPoint, Excel and Word) and other systems
- Be self-motivated and a self-starter with the ability to prioritise and schedule work independently
- Be highly organised, detail-oriented and analytical with solution based thinking

### 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 no opportunity for remote/home working.

### Job type

- Permanent

### Hours

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

### Salary

- £30,000-£38,000 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



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- 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.