



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
- 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



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- Provide cover for their colleagues in their absence
- Serve as a Fire Marshall

The ideal candidate will be

- 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

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

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

You must be fully flexible to work across both our sites at The Evewell Harley Street & The Evewell West London (Hammersmith).

Salary

- £27,400-£30,000 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.



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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.