

# job description

**JOB TITLE:**

Administrative Assistant / Receptionist (Part-Time 18 hours)

**JOB PURPOSE:**

Provide administrative support and evening reception cover for the Clinic.

**RESPONSIBLE TO:**

Office Manager and ultimately Managing Director.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Office duties will include:**

- Answering overflow calls from reception and dealing with enquiries, booking and managing appointments.
- Preparation of contract feedback reports and monitoring of external Clinic services.
- Typing letters to Consultants, GPs, etc. and general correspondence as required.
- Manage multiple mailboxes - admin, info, appointments, referrals.
- Frank outgoing mail and pass to stadium security.
- General photocopying, scanning, emailing and other office duties as required.

**Reception duties will include:**

- Answering all calls and dealing with enquiries, meeting and greeting clients and visitors.
- Making appointments on PPS diary system including contacting clients to make appointments when referrals received from partner companies and adding client details to PPS diary system.
- Processing client payments (credit/debit card, creating charges for those referred by a partner company or who have insurance companies to be invoiced ensuring all necessary paperwork completed).
- Reconciling card machine at the end of the evening.
- Handling client records, scanning and attaching to PPS ensuring client confidentiality at all times.
- Lock up / switch off kitchen appliances / check all lights are off including toilet lights within changing rooms.

**PERSON SPECIFICATION:**

1. Knowledge of modern communications, custom and practice.
2. Good communication and interpersonal skills.
3. Proficient in Microsoft office.
4. Excellent organisational and communication skills.
5. Ability to work under pressure; work on own initiative and manage multiple projects.
6. Diplomacy, tact and a high standard of personal appearance are essential.
7. Ability to handle, record and process Centre finances.
8. Ability to work within strict confidentiality guidelines.

**HOURS** – Monday to Thursday 3:30pm to 8pm (Office 3:30pm to 5pm)

**SALARY** - £22,675 per annum pro rata