

<b>JOB TITLE</b>	Business Administration Apprentice
<b>LOCATION</b>	Head Office, Ipswich
<b>REPORTS TO</b>	Insurance Team Leader
<b>DIRECT REPORTS</b>	None

## **MAIN PURPOSE OF THE JOB: (JOB SUMMARY)**

To provide support to the administration team enabling the administrators to concentrate on the day to day duties of the department.

## **KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)**

- To process incoming and outgoing post, including the franking of the mail
- To print and send out information packs
- To fax, photocopy, scan and file documents as required
- To receive incoming telephone calls, including diverting calls and taking messages
- To make courtesy calls to patients, clinics, as and when required
- To maintain and update patient records, inputting information on the database
- To add patient referrals onto the Patient Management System, ensuring that information is accurately collected and recorded
- To send reports to clients within agreed service standards
- To review and action emails from patients, clinics, and other third parties as required
- To log receipt of treatment reports and general correspondence onto the database
- To onwards refer patients into clinics for treatment
- To liaise with clients to arrange further treatment for patients, if required to work within the Data Protection Act Guidelines at all times
- To transfer incoming calls to available Clinical Case Managers and Customer Service Advisors, or if none available, to book a convenient date and time with the patient for a call back
- To help the team achieve relevant Key Performance Indicator targets to meet overall business goals and objectives

## **Mandatory IPRS Group Responsibilities**

- To comply with the Corporate Data Protection Policy which covers all aspects of IPRS's business in both electronic data and manual filing systems.
- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

**PERSON SPECIFICATION**

**(E) Essential (D) Desirable**

**Education and Qualifications:**

- GNVQ/NVQ Level 2 Qualification in Customer Service or Business Administration (D)
- 4 GCSE/O level passes A-C or equivalent, including English and Maths (E)

**Experience & Knowledge:**

- Experience of working in a customer service environment (D)
- Computer literate with good Excel, Word skills (D)

**Skills & Abilities:**

- Clear and concise written and spoken communication skills
- Attention to detail and the ability to record information accurately
- Ability to communicate effectively with internal and external customers and provide excellent customer service
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment
- An understanding, acceptance and adherence to the need for strict confidentiality

<b>DBS CHECK REQUIRED</b>	<b>Yes (Standard)</b>
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**Date:** October 2016