

# Job Description

<b>JOB TITLE</b>	Medical Receptionist
<b>LOCATION</b>	Milton Keynes
<b>REPORTS TO</b>	Service Delivery Manager
<b>MAIN PURPOSE OF THE JOB: (JOB SUMMARY)</b>	
<p>As the Medical Receptionist at an IPRS PRISM (assessment centre / clinic) you will be working in a patient facing role with a team of Clinical staff on site as well as maintaining remote liaison with the Head Office based Service Delivery and Customer Service teams; ensuring that IPRS meets their clients' requirements to their agreed service standards.</p>	
<b>KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)</b>	
<p><i>Main job duties:</i></p> <ul style="list-style-type: none"><li>• Day to day running of the administrative tasks of the assessment centre / clinic reception</li><li>• General admin support and one off projects for PFAS Operations team</li><li>• Regular liaison with Clinical Lead / Service Delivery Team / Customer Services at Head Office</li><li>• Meeting and greeting individuals politely into the assessment centre / clinic and recording their attendance time on a bespoke computer system</li><li>• Confirming Data Protection checks with individuals, including reviewing/checking proof of identity documents, recording this information and providing SAEs for completion of expenses</li><li>• Keeping individuals updated of any delays in their appointment start time</li><li>• Using bespoke computer systems to update records accurately and efficiently</li><li>• Liaising with Clinical staff within the assessment centre / clinic to ensure efficient time management and smooth workflow progression</li><li>• Answering and/or redirecting queries, requests for information and complaints from individuals in accordance with company policy and procedures</li><li>• To compile and send reports to head office within agreed service standards</li><li>• To help the assessment centre / clinic achieve relevant Key Performance Indicator targets to meet overall business goals and objectives</li><li>• To comply with the Corporate Data Protection Policy which covers all aspects of the organisation's business in both electronic data and manual filing systems</li><li>• To undertake First Aid and Fire Marshall Training and to comply with the Corporate Health and Safety Policy in all aspects of this role</li><li>• Any other delegated duties considered appropriate to the post</li></ul> <p><i>General/Additional Duties:</i></p> <ul style="list-style-type: none"><li>• Maintain the appearance of all rooms and tidiness of equipment</li><li>• Answer telephone and address any queries, direct calls appropriately if required / Make outgoing calls as required</li><li>• Arranging additional services for the assessment centre / clinic as required e.g. interpreters</li><li>• There may be an occasion where you are asked to act as a chaperone during a clinical examination</li><li>• Maintain and order clinical and admin supplies when required through Head Office</li><li>• Maintain an accurate filing system for all patient records, both paper based and electronically</li><li>• To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to</li></ul>	

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## QUALIFICATIONS, TRAINING AND EXPERIENCE:

- GNVQ/NVQ Level 2 qualification or equivalent in Customer Service (*essential*)
- 4 GCSE/O level passes A-C or equivalent, including English and Maths (*essential*)
- A minimum of two years customer service reception experience (*essential*)
- Medical Secretaries NVQ Level 2 qualification or equivalent (*desirable*)

## EXPERIENCE AND KNOWLEDGE:

- Experience of working in a customer service reception environment
- Experience of dealing with medical professionals and patients
- Experience of using various Microsoft programmes and databases

## SKILLS AND ABILITIES:

- Clear and concise written and spoken communication skills, in particular a friendly face to face and telephone manner
- 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
- Ability to work on own initiative with minimal supervision in a proactive manner
- Team worker who is flexible and has a positive attitude to learning and self-development
- Ability to offer extra hours to provide holiday /sickness cover
- An understanding, acceptance and adherence to the need for strict confidentiality
- An ability to use own judgement, resourcefulness, common sense and knowledge to respond to patients' enquiries and requests

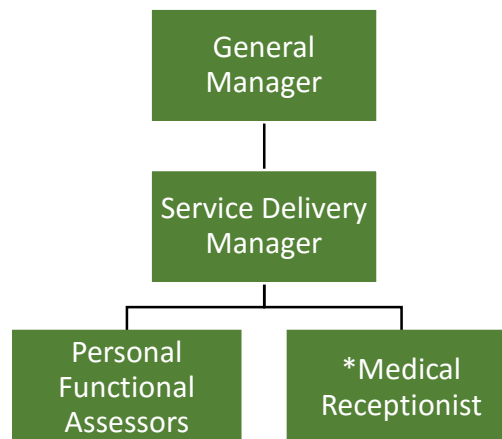
**DBS check required:**

Yes

**BPSS security clearance required:**

Yes

### MANAGEMENT STRUCTURE



\* Denotes job role

**Date**

July 2016