

JOB TITLE	Administrator
LOCATION / DEPARTMENT	IPRS Health Head Office, Little Blakenham, IP8 4JU
REPORTS TO	Administration Team Leader
ACCOUNTABLE TO	Service Delivery Manager
ACCOUNTABLE FOR	None

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To work as part of a team within IPRS Health delivering a first class professional service through administrative and telephone support to a variety of teams as and when required. To carry out associated tasks to ensure that IPRS Health meets its clients' requirements to their agreed service level standards.

KEY TASKS AND RESPONSIBILITIES:

Main Job Duties:

- + To answer incoming calls from, and make outgoing calls to, clients, patients, practices and colleagues in a timely and courteous manner.
- + To arrange ergonomic assessments, maintain the ergonomic mailbox, where required ordering of equipment & sending reports to clients.
- + To complete outgoing screening calls to patients to signpost them to the most appropriate treatment. (On completion of full training from our in-house Physiotherapy team)
- + To record incoming post and prepare all outgoing post for collection on a daily basis
- + To assist in maintaining and updating patient records on the Patient Management System
- + To process faxes and voicemails received on a daily basis
- + To download and progress referrals for specific clients
- + To learn administrative processes for all IPRS Health contracts and provide support across the teams when required due to sickness, holiday absence and unexpected peaks in work.

General / Additional Duties:

- + To update patient records on the Patient Management System.
- + To perform general administrative duties, as and when required.
- + To support Team Leaders, actively reviewing process' and looking at ways to improve the efficiency of the business
- + To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to.
- + To help the operation teams achieve relevant Key Performance Indicator targets to meet overall business goals & objectives
- + To undertake any other duties compatible with the grading of the post, as required.

Mandatory IPRS Group Responsibilities

- + To comply with the Corporate Data Protection Policy which covers all aspects of IPRS' business in both electronic data and manual filing system.
- + 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 employee, patients and visitors.

PERSON SPECIFICATION

Qualifications and Training:

- + GNVQ/NVQ Level 2 qualification or equivalent, or
- + 4 GCSE/O level passes A-C or equivalent, including English and Maths; or
- + A minimum of one-year administration or customer service experience

Experience and Knowledge:

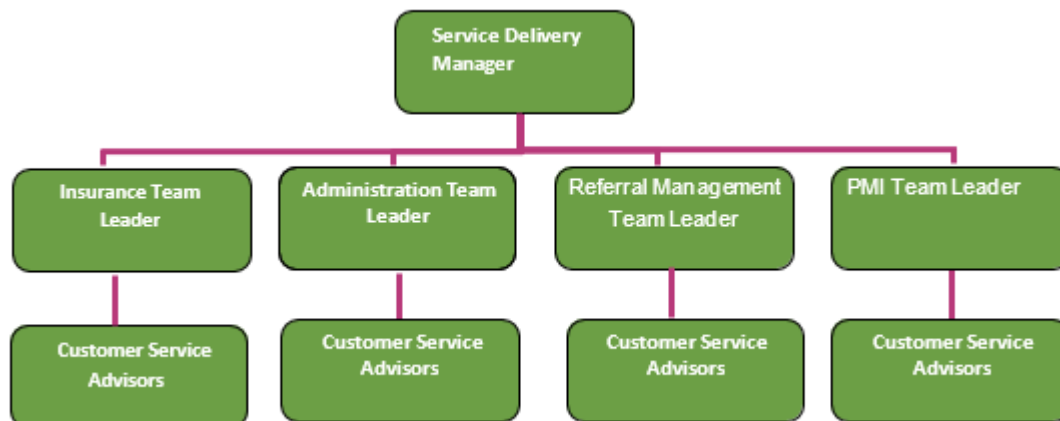
- + Experience of working in an administration or customer service environment
- + Experience of dealing with medical professionals and patients
- + Experience of using various Microsoft programmes and databases

Skills and Abilities:

- + Clear and concise written and spoken communication skills, in particular a friendly 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

DBS Check Required: Yes

Specific Organisational Structure



Date: November 2018