

Job Description

Job Title	Receptionist/Administrator
Grade	7
Department	Patient Services
Line Manager	Lead Patient Support Coordinator
Responsible For	To work with the other members of the Patient Services team in role modelling the company's core values, as often Patient Services is the first point of contact with the clinic for patients.
Locations	Bourn Hall Clinics: High St, Bourn, Cambridge CB23 2TN Charter Court, Newcomen Way, Colchester CO4 9YA (Satellite) 20-21 Broad Street, Stamford PE9 1PG (Satellite) 25 London Rd, Wickford SS12 0AW Farrier Close, Wymondham NR18 0WF
Contract type	Permanent

About Bourn Hall.

Established in 1980, we are the world's first IVF clinic, offering a wide range of fertility tests and treatments. We are a team of around 110 team members including experienced fertility professionals, nurses, patient services support and various business support functions. Every member of the team is dedicated to patients on every step of their journey, giving reassuring advice and creating a professional and individualised service. Everyone at Bourn Hall is passionate about following our founders' vision of being 'pioneers in treatment and experts in care'. As a value's led business, we prioritise building strong connections with both patients and our colleagues and this is demonstrated in our continuous reviews of our services, and the commitment to learning and skills development of every team member.

Job Outline

To present a high-quality patient-centred experience to patients (and visitors) conveying professionalism and empathy at every interaction. Postholders will support the Patient Services team in providing an exceptional administrative service throughout the patient's fertility journey.

Main Responsibilities

- To welcome visitors and patients including contractors and directing them to the appropriate department.
- To obtain payments from patients where applicable, issue correct documentation and enter details into the IDEAS database.
- End of day reconciliation of visa payment machine (where required).
- Dealing with patient telephone enquiries including effective use of the phone system within the department to ensure timely answering of the phones.
- Provide administration support (where required) and provide cover for Patient Services staff at other sites as required.
- Shared responsibility regarding distribution of incoming and internal mail. Franking outgoing mail (where required).
- Shared responsibility for general patient correspondence.
- Daily diary check to ensure tasks have been completed e.g. treatment plans.
- Shared responsibility for providing financial information to patients and discussing as required.
- Provide cover for weekend and evening events/clinics, bank holidays and seminars as required.

Duties

- Maintain a tidy reception area.
- To operate the phone system in a prompt and courteous manner forwarding calls as appropriate.
- Ensure messages are recorded accurately and passed to relevant staff member for action.
- Photocopying and scanning (where required).
- Keeping of accurate on-site records for patients/staff for use in emergency evacuation.
- Preparation of standard letters and enclosures ensuring accuracy, appropriate inserts and associated filing is complete.
- Archiving and recall of patient's notes, keeping accurate records to ensure traceability (where required).
- Ensuring adequate supplies of all paperwork and forms required by all staff in Bourn Hall Clinic and providing administration and clerical support as requested.
- Weekly alarm checks with accurate record keeping and reporting (if applicable at home site).
- Sensitivity and understanding is required, along with discretion and confidentiality.

Qualifications/ Skills/ Experience Requirements	Essential	Desirable
Healthcare experience		✓
Experience of working in a highly regulated environment		✓
Excellent computer skills	✓	
Customer or client-service or administrative qualifications		✓
Customer service and administrative experience	✓	
Databases or electronic patient record systems experience		✓
Computer literate ideally with touch typing skills with excellent knowledge Microsoft Office, Word and Excel to intermediate/advanced level	✓	
Accurate, methodical, well organised and used to working as part of a team	✓	
Good telephone manner	✓	
Speed and accuracy with excellent attention to detail	✓	
Capable of lateral thinking and have good recall	✓	
Willingness to learn and be receptive to developing Bourn Hall business knowledge	✓	
A caring and understanding attitude, with awareness of the sensitivity and confidentiality of fertility treatments	✓	
Able to prioritise workload and willing to assist other members of staff	✓	
Excellent communication (verbal and written) and interpersonal skills	✓	
Tact and diplomacy with internal and external colleagues and patients	✓	
Ability to work autonomously, able to work under pressure and use initiative	✓	

The Bourn Hall Values

Passion

- Everyone has a dream – we share your passion for reaching your goal – in the field of fertility, passion and inspiration comes easily.
- We're enthusiastic and that's infectious – we're committed to research and want to move the field forward.
- We're ambitious – we're keen to expand geographically and allow more prospective parents to fulfil their dreams.
- We want to make the journey towards parenthood as convenient and stress free as possible.

Adaptability

- We treat everyone as an individual according to their needs.
- We're flexible in our approach to patient care, staff management and development – focused always on the individual person.

- We continually adapt to the changing environment, scientific developments and our patients' expectations.

Commitment

- We're caring and honest – we give our patients the best chance of a successful outcome, even if it's not the one expected or hoped for at the beginning.
- We're committed to quality – we work hard to deliver the highest standards of treatment and care consistently with both compassion and empathy.
- We work with energy, drive and determination, embracing change and striving to overcome obstacles by 'going the extra mile'.

Teamwork and Collaboration

- We're team players – our own team members work intuitively together, as well as with GPs, consultants and NHS referrers.
- We're natural collaborators – we work in partnership with our patients, ensuring we provide personalised care.
- Our staff are committed to supporting each other in delivering the best to all our patients, whatever their circumstances
- Our relationships are based on trust, respect, co-operation, and mutual support.

All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, pregnancy, disability, age, veteran status, or other characteristics.

Signatures			
Job Holder:		Date:	
Line Manager:		Date:	