

# Clinic Administrator

## Main purpose of the role

- To support the Clinic Manager and clinic staff in the efficient running of the clinic wherever possible and, in particular, by being responsible for administrative duties and business support
- To provide patients with exemplary service throughout the patient journey with The Harley Medical Group
- To carry out responsibilities within the guidelines set out in THMG Finance Procedures manual.

## Position in the company

- Reports to the Clinic Manager
- Liaise closely with all THMG personnel and relevant outside bodies e.g. suppliers, surgeons and contractors.

## Scope of role

(please be aware that this list is not exhaustive)

- Business correspondence (patient letters, booking confirmations, post, emails)
- Management and processing of clinic ordering, invoicing, deliveries, stock checks
- Telephone duties
- Welcome Room duties
  - To carry out Computerised Skin Analysis for all patients as per company guidelines
  - To greet patients in the reception area, ensure the area is efficiently managed at all times and offer hospitality to patients
- Diary management (applying diaries, processing appointment lists and preparing notes)
- Hospital bookings (preparing and sending notes, confirming admission time with patient)
- Financial responsibilities
  - Process of payments
  - Reconciliation and reporting of takings
  - Completion of banking duties
  - Petty cash management
  - Collection of patient payment balances
  - Inputting of all above onto computer system



- General clinic duties, for example:
  - Chaperoning Surgeons and Doctors
  - Booking patient treatments and surgery
  - Adherence to Company Data Protection Policy
  - Maintenance of appropriate clinic personnel records
  - Maintenance of supplies
  - Filing, photocopying, Scanning etc
  - Maintenance of THMG corporate policy files
  - Photography processing.

## Qualifications

- Preferably educated to A level.

## Experience

- Experience of working in a busy administrative and customer service environment essential
- Knowledge of word and excel preferable.

## Customer service

- Must have a friendly, patient nature
- To ensure that staff/supplier/customer queries are dealt with expediently and politely
- Promote an enthusiastic and pro-active atmosphere in the clinic
- To maintain a positive and cheerful attitude to everyday problems.

## Personal Development

- Identify personal training needs and continually develop skills and competencies.