

**JOB DESCRIPTION      Receptionist / Clinic Administrator**

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|-----------------------|------------------------------------------------------------------|
| <b>RESPONSIBLE TO</b> | Partners at The Carmichael Clinic of Physiotherapy & Acupuncture |
| <b>HOURS</b>          | Approx 12 -18 (to be discussed at interview)                     |
| <b>SALARY</b>         | £27,710 (based upon 37.5 hours per week) / £14.21 per hour       |
| <b>HOLIDAYS</b>       | 5.6 weeks per annum                                              |
| <b>SICK PAY</b>       | Statutory Sick Pay                                               |

**JOB SUMMARY**

To provide high quality administrative support to the Partners, Physiotherapists and patients at The Carmichael Clinic and to ensure the smooth running of all day-to-day administrative tasks. To have a strong communication channel and work seamlessly with the other admin team member (whose job description does not include the financial/accounting aspects)

**DUTIES AND RESPONSIBILITIES:**

**RECEPTION / GENERAL ADMIN**

To be welcoming, friendly and professional to patients and clinic visitors, ensuring their comfort

To answer telephone, deal with enquiries, make/amend appointment bookings, take payments and provide receipts

To maintain confidentiality in a public area

To maintain an organised reception and office environment

To maintain accurate and confidential patient records and to handle confidential and sensitive patient information appropriately and in accordance with data protection requirements

Emailing (including secure), scanning, photocopying, filing alphabetically

Order stationery, stock and supplies as necessary/requested

Label, monitor and retrieve loan equipment

**COMMUNICATION**

Communicate politely and professionally orally and in writing/emails.

Deal promptly with any enquiries, letters or emails both verbally and in writing and communicate appropriately

Flag up unresolved issues/problems as they arise to the appropriate person

Strong communication with admin team for seamless co-operative working

Maintain confidentiality on all issues relating to patients and the running of the business

## **ADMINISTRATION/IT**

Use Private Practice Software (PPS) for diary, invoicing and report production

Managing physiotherapists' diaries in PPS, ensuring efficient use of appointment slots.

General use of Microsoft Office, including, Word, Outlook and Excel

Preparing and typing letters and other documents using Microsoft Word

General Housekeeping of electronic files

Maintain annual log of physiotherapists & associates professional accreditations/insurances

Ensure data protection is completed where necessary

Ensure security alarm, fire alarm, fire extinguishers, electrical and equipment testing is conducted on a regular basis using annual bring forward file

Contribute to promoting the business via social media platforms e.g. X, Facebook, Instagram, and consulting with the website designer regarding monthly updates/blogs

## **FINANCIAL**

Preparing and issuing invoices to patients and health insurance companies, monitoring payments received and following up where required

Recording and allocating payments accurately and reconciling debit/credit card receipts

Chase outstanding debts and if necessary, compile court order for non-payment of invoices

Liaise with associates regarding their invoices, checking invoices are correct

Prepare invoices for other users of the clinic e.g. Counsellor

Use Xero Accounting Software for day to day administrative and accounting tasks, including banking reconciliation, payroll of admin staff, file submissions to HMRC and Peoples Pension

Update Xero and the logbook with cash tin receipts

Safe storage and/or banking of cash

Utilising Online Banking to pay invoices and make transfers as instructed by the partners

Ensure card payment machine compliance is up to date (PCI DSS)

Prepare reports and collate information for year end – accountants

## **HOUSKEEPING**

Ensure the clinic always looks clean and professional and bring to the attention of the partners any shortcomings in this regard

Check the building for general tidiness including cleaning bathrooms and kitchen as required, sweeping doorstep, vacuuming when necessary.

Process Laundry

Keep the desk, reception area and stock areas clean and tidy