



JOB DESCRIPTION:

Full-time Junior Administrator/Receptionist

East Finchley Clinic (a division of Londonwide Physio Ltd) is a small, friendly private physiotherapy practice, which also offers a range of other paramedical therapies. The business employs 4 administration staff, who between them cover the various hours and roles of running the business. Approximately 10 practitioners also work from the clinic.

Located in a quiet mews just off East Finchley High Road, we are just 10 minutes walk from East Finchley tube station, and are easily accessible from local bus routes.

We are looking for a hard working, self motivated individual who is interested in learning all aspects of office work. The essential aspects of the job are the hours, which include 4 evenings working until 8.30pm (Monday to Thursday), and Saturday mornings from 8.30am-1pm.

The successful candidate will have a friendly manner, with excellent communication and computer skills, or the motivation and ability to learn. The job requires a high degree of accuracy and attention to detail. The role is varied, involving diary and data management, typing letters and reports, and financial accountability. A good typing speed is required following training. The job is busy, and an ability to multitask is essential.

As an optional extra, there is ample opportunity for the right candidate to develop their skills if they choose to do so. In-service training will be given in all aspects of the work. Access to external courses will also be offered. As such, there is opportunity for promotion as appropriate.

Salary, which will be minimum wage for those requiring high level of training, includes 5 weeks holiday. Discounted rates for family members in a range of therapies available.

KEY TASKS

- **RECEPTION/OFFICE** Deal with all day to day aspects of reception: practice communication, meet and greet patients, take telephone calls and patient bookings. Maintain filing systems. Arrange meetings, courses and travel.
- **COMPUTER WORK** Use Microsoft Office to type letters, reports and research articles. Maintain and update records using Filemaker Pro database for updating

- patient and GP records, suppliers, medical reports and letters. Be familiar with methods of internet searching, for suppliers, companies, and for medical use.
- **FINANCIAL** Keep records and tally of petty cash balances. Deal with patient payments, enter daily financial transactions on computer, daily banking
 - **GENERAL TASKS** Maintain confidentiality, data protection and health and safety regulations at all times. Keep the office environment and treatment areas tidy and ready for use; replenish supplies in the office and treatment areas. Monitor and replenish stock and supplies in office and treatment areas; monthly ordering of supplies. Order taxis/couriers as required. Receive visitors. Provide refreshments as required. Local errands eg to pick up supplies. Arrange in-house maintenance. Any other reasonable task as required.

EXTRA TASKS AND PROJECT WORK

(Aspects of these roles may involve additional training and increasing levels of responsibility towards a deputy managerial aspect of their role)

- **PERSONNEL** Record keeping, personnel processes
- **CLINICAL GOVERNANCE** Record keeping of certification, insurances etc
- **HEALTH & SAFETY** Record keeping, processes and training
- **MONTHLY REPORTS** print off analysis reports.
- **PATIENT ACCOUNTS.** Send out weekly reminders or in the case of cancellations, as soon as possible after the missed appointment.
- **MARKETING** Organising marketing tasks on an ad hoc basis, including mailouts, telephone marketing
- **FINANCIAL** Enter financial data on database and Excel

PERSON SPECIFICATION

The successful candidate will be

- confident in all aspects of office work
- have a good typing speed ideally 50 wpm, be able to copy and audio type
- be capable of learning medical terminology
- be able to draft their own correspondence
- capable of taking the initiative, suggesting and implementing changes to the working environment or working practice/procedures where necessary
- able to work on their own
- have a positive and enthusiastic approach to their work, with a friendly approach to patients and staff
- flexible in their approach to working in a small office environment and willing to carry out all aspects of their work
- able to liaise with other staff
- honest and reliable
- thorough, numerate, organised and methodical
- capable of multi-tasking
- confident in the use of computers including basic troubleshooting
- able to carry out internet searches on particular topics
- be familiar with basic packages such as Microsoft Office, Word (including tables), Powerpoint, Excel, email and internet

- be willing to train in new computer skills / packages as required; training will be available in the use of a database based practice management system (Filemaker Pro)
- able to deal sympathetically and appropriately with patients
- have excellent communication skills and telephone manner

This post is subject to CRB enhanced disclosure

Please apply with CV by post or email to:

Jane Neely
East Finchley Clinic
2-3 Bedford Mews
London N2 9DF
info@eastfinchleyclinic.co.uk