

Job Description

Job Title:	Receptionist- Ringwood Clinic
Responsible To:	Commercial Manager – Ringwood Clinic
Development Manager:	Commercial Manager Ringwood & Practice Manager Midlands Clinics
Job Responsibility /Outline:	To support the Commercial Manager- Ringwood to provide an efficient, welcoming and effective Prosthetic and Orthotic Clinic Reception, including customer service and clinic administration.

Main Tasks, Duties & Responsibilities	
1.	Provision of a full reception service to all Clients and Patients of the Dorset Orthopaedic Ringwood Clinic.
2.	To welcome patients in person and ensure their comfort and needs are considered and met.
3.	To correspond and communicate effectively with patients, suppliers and partners of the Clinic in person, by letter, email and telephone.
4.	The use of E-clinic management system to input, store and maintain patient records and make clinic bookings.
5.	To ensure the Clinic is presented in a clean, tidy, professional and organised way, correctly prepared for every clinic and appointment.
6.	To provide administration support for the clinicians, including ordering client components and diary management.
7.	Clinic administration including appointment reminders, G.P Letters and ensuring important patient documentation is present and up to date according to quality system requirements.
8.	To package items and arrange third party deliveries and collection of goods and consumables.
9.	To assist, support and be directed by the Commercial Manager- Ringwood Clinic and Practice Manager Midlands Clinic on any other general day to day duties as appropriate to the daily operation and development of the Clinic.
10	To provide holiday cover where appropriate for the second receptionist.
11.	To understand and adhere to legal requirements of the Data Protection Act with respect to collection, storage and retrieval of patient and staff personal and company data.
12.	To understand and adhere to the requirements of Health and Safety legislation in compliance with the Health and Safety at Work Act and to ensure your own safety and that of the Patients and Clients in the Clinic is assured.
13.	To be prepared to receive further training in systems and procedures of work in order to develop the Clinic administrative function as directed by the Commercial Manager – Ringwood Clinic.
14	To assist the Commercial Manager – Ringwood Clinic with the development and growth of the Ringwood Clinic by providing administrative support as required.

Skills / Experience	
1.	Strong interpersonal skills and effective communicator (Essential)
2.	Strong organisational skills, ability to multi-task and effectively prioritise. (Essential)
3.	Competency in the use of I.T. systems Word, Excel & Sage (Desirable)
4.	Personal integrity & sensitivity to patients needs / physical and psychological difficulties. (Essential)
5.	Self motivation and drive to complete tasks and ability to interact and communicate confidently with Patients, Clinicians, Suppliers, Peers and Associates of all levels. (Essential)

Company Benefits	
1.	Immediate invitation to join Company Pension Scheme, DOC to make 3% contribution, with free life cover.
2.	After 2 years service, free private health insurance with disregard to previous medical history for full time employees.

Additional Information	
1.	This job description is not intended to be exhaustive and the post holder will need to be flexible in their approach (undertaking as necessary, any other duties appropriate to the job).
2.	Performance will be appraised on an annual basis as part of the company's performance review process.

To ensure continued and personal effectiveness and to meet operational requirements, job descriptions are periodically reviewed and updated. The company would aim to discuss and reach agreement with you regarding any changes proposed but reserves the right, following reasonable consultation, to introduce any necessary changes to maintain business effectiveness and meet operational requirements.

Signature of Job Holder: _____

Signature of Line Manager: _____