

Administration Assistant

Responsible to: Office and Clinics Manager/Director

Hours: 21 hours per week, Monday – Wednesday

Main purpose of job: To perform general administrative duties and provide support to the Office and Clinics Manager as required.

Duties include:

- Answering telephone calls and entering patient registration data using CRM database
- Booking appointments
- Patient greeting/parting/general care
- Sending and receiving confidential information using Egress mail and cloud services
- Collecting feedback forms and entering data
- Patient reminder calls
- Filing
- Board and Committee meetings support: taking minutes, typing up, disseminating, setting dates etc
- General office duties/tidying and supporting other staff

These are the key duties and responsibilities for the post and they are subject to regular review. Any significant changes to the role will be subject to consultation.

Person specification:

You will need to have worked as part of an administrative team and to be a confident IT user. You will be familiar with Microsoft Office and online tools such as Office 365 or Google apps, and comfortable using Microsoft Dynamics CRM or a similar database while talking to clients on the phone. Excellent interpersonal skills and a good telephone manner are required.

Experience in healthcare administration is desirable but not essential. However, attention to detail and the ability to quickly learn Clinical Governance, Data Protection and Confidentiality procedures is vital.

An interest in the arts or personal experience of arts practice or administration would be advantageous but is not essential for this role.

The successful applicant will need to complete a satisfactory DBS check and provide two references.

Salaries and benefits:

The position is offered initially as a three month contract with the possibility of a permanent contract at the end of this period. The salary is £12,339 per annum for three days a week.

Benefits include additional 8% employer's pension scheme contribution and 15 days per annum paid holiday.