



HARLEY STREET SPECIALIST HOSPITAL — LONDON —

COMPASSIONATE · INNOVATORS · COLLABORATIVE · BOLD

JOB TITLE: Administrator
REPORTS TO: Operations Supervisor
DEPARTMENT: Administration
JOB PURPOSE: To be *Compassionate – Innovative – Collaborative – Bold*

ABOUT THE HOSPITAL:

Harley Street Specialist Hospital is an 11,100 square foot, six floor hospital building located in the heart of the Harley Street medical district. We boast the following:

- A full operating suite, recovery bay and six recovery pods on the lower ground floor
- A full operating suite, recovery bay with three beds and a private room on the ground floor
- A minor ops suite (suitable for GA's), pharmacy and imaging suite on the first floor
- Nine beautiful, newly refurbished consulting rooms throughout the hospital.

We offer day surgery across a range of specialties, predominantly orthopaedic, plastic, cosmetic and others.

We have a team of specialist consultants on hand to provide expert care for patients seeking treatment in: orthopaedics (knee, hip, shoulder, elbow, hand and wrist, spine); oral maxillofacial; gynaecology; ophthalmology; gastroenterology and urology.

HSSH has a strict inclusion and exclusion policy, and we try to treat ASA1/2 patients only.

HSSH launched a revised mission, vision and values:

Our mission: To provide rapid access to the most advanced day-case surgery, achieving the best possible clinical outcomes for our patients and doing so in a safe, caring, and effective environment.

Our Vision: We aim to become a leading healthcare provider through our commitment to innovation, compassionate care, and pursuit of excellence in day-case surgery.

Our Values:

- **Compassionate** – we do all we can to understand the needs, emotions and hopes of patients and each other.
- **Innovators** – we are all pioneers, contributing insightful, masterful and bright ideas both big and small each day.
- **Collaborative** – we achieve more together than apart, so we share, listen and make effective partnership our number one priority.
- **Bold** – We dare to make good ideas happen, the impossible a reality and go the extra mile for our patients.



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PURPOSE OF THE ROLE:

Due to continued rapid growth within the business an exciting opportunity has arisen within the support function of the hospital.

This position is pivotal to the business in creating a positive and effective working environment. The successful post holder will be working in a small team. The successful candidate will provide a high level of care and attention to all who enter the hospital.

This is a varied role covering all aspects of administrative service from front of house, sales, enquiries, billing and booking appointments.

In this role you will be an integral part of a team, who is accountable for your actions and omissions.

An individual who is committed to delivering the highest quality and standard of work, where you will be valued for your skills and expertise.

PRINCIPAL DUTIES:

Responsibilities:

Front of House:

- To welcome and greet all visitors/patients in a courteous and helpful manner
- Ensuring that everyone receives a *'first class'* personalised welcome upon entering and leaving the hospital
- To assist with temperature screening if required
- To direct patients/visitors as and when required
- Ensuring you respond positively to any queries or concerns
- Experience of developing positive working relationships with members of senior manager, peers, the aptitude to pass on information relevant to professionals effectively
- Treat patients with respect and dignity
- The ability to support difficult or emotional clientele and or situations
- Identify and resolves problems in a timely manner
- Experienced in managing difficult situations
- You should maintain an appropriate level of responsibility in maintaining your personal development
- Check in patients on practice management system on arrival and departure
- Check invoice and billing and collect payments via practice management system or card machine before entering or leaving the hospital
- Check online registration and T&Cs are signed and completed by patient
- Admit patients for theatre and answer all queries within Admins remit prior to surgery
- Create theatre folders on daily basis for patients booked for surgery
- Keep visitors log and delivery log for all good in and out of Hospital



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- Answer phones and address all enquiries made by new patients and existing patients
- Direct calls and take messages for all departments
- Manage and dispense Stationary and non-clinical consumables to departments based on online staff requisition process
- Actively use CRM system to log all new enquiries and follow up bookings of new consultation
- Check pre-authorisation codes for patients attending clinic and surgery at the hospital

Bookings:

- Attend booking meetings and be well versed in upcoming bookings addressing any outstanding issues including ensuring meals have been ordered and hotel bookings complete
- Proactively book cases for Theatres, diagnostics, outpatients in Medbase and initiate the booking process alerting relevant departments to activate and contact patient
- To co-ordinate actions in the departments, working closely with the Theatre Team and other overlapping departments
- Respond to website/general enquiries and convert to bookable cases by speaking to patients in a knowledgeable way about clinical symptoms and relevant consultants
- Be able to navigate the charge master and provide self pay quotations to medical secretaries, consultants and patients
- Book appointments onto Meddbase and raise invoices
- Chase patients for invoices and collect self-pay fees
- Call insurance companies and ensure preauthorisation codes are correct and valid before procedure
- Communicate appropriately with all hospital staff and Consultants involved in the care/journey of the patient
- Help build processes to improve the efficiency of the hospital and patient journey
- Monitor all relevant group inboxes and respond to all enquiries within KPI
- Answer the telephone in a professional manner while taking and relaying accurate messages
- Receive incoming departmental mail/emails, sorting and prioritising as appropriate

Sales:

- Answer inbound phone calls
- Update CRM system regularly and ensure correct and precise information is entered
- Attend weekly Sales meetings to discuss conversion rate of enquiries and work with marketing team to constantly evolve and improve marketing strategy to aid in increasing leads and B2C sales
- Have an understanding of the consultants and services available
- Calling consultants directly where there is an urgent booking
- Liaising with the Hospital teams if an ad hoc clinic room needs to be booked
- Send professional and timely correspondence to the patient



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- Update the CRM system (Customer Relationship Management) spreadsheet for all patient interactions
- Follow up with patients where an enquiry has been made to see if they are ready to book an appointment
- Be knowledgeable on the patient journey and what a patient can expect at HSSH
- Delivering outstanding customer service throughout every interaction with a patient, medical secretary or consultant
- To produce self-pay quotes, ensuring these are followed up within 24 hours of receipt
- Accurately record and track quotations and follow up on patient enquiries within 48 hours post consultation
- Provide statistical information regarding turnaround of quotations to bookings and maintain a daily record of self-pay enquiries

KNOWLEDGE, TRAINING & EXPERIENCE:

- Previous experience of working in the healthcare or hospitality industry
- Experience in a working in a similar role
- Attained GCSE Maths and English (Grades A – C)
- Excellent communications skills
- Computer literate in Microsoft Office and any other relevant packages
- The ability to remain calm and professional at all times
- The ability to multitask
- Possess exemplary customer service
- Present yourself at all times in a manner that is open and honest and work in a partnership with patients, clients, colleagues, and the general public to enhance confidence, competence and best practice
- Build and develop internal and external relationships, in order to work collaboratively to foster good relations
Proactive ability to adapt to changing circumstances
- Flexibility to respond to urgent requests
- Ability to work independently using your own initiative
- A confident individual who is well organised and self-motivated
- Work well in a multi-disciplinary team
- Applicants must demonstrate a caring and compassionate manner

AUTONOMY/FREEDOM TO ACT:

- Maintaining confidentiality
- Recognise own level of competence and limitations to ensure safe practice
- Adhere to Harley Street Specialist Hospital policies and procedures
- Undertake all training and development courses deemed appropriate for the role as specified by HSSH policy and procedure within agreed timeline



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ACCOUNTABILITY & STRATEGIC INPUT:

- Report any safeguarding or other concerns immediately to the registered nurse/healthcare professional
- Report any safeguarding or other concerns immediately to the registered
- Report any complaints to the registered practitioner in charge immediately
- Always exhibit professional behaviour and attitude
- Demonstrate flexibility in shift patterns to meet the needs of the department and service users

SCHEDULE:

- 37.5 hours per week/varying shifts
- Day shift
- Monday to Friday
- Weekend availability

The role will require some flexibility outside of normal office hours, including occasional evenings and Saturdays to be agreed in advance where required by the hospital.

PACKAGE & BENEFITS:

- A competitive salary
- 25 days annual leave plus UK holidays
- A day off for your birthday
- Contributory pension scheme
- Private healthcare scheme
- Employee Assistance Programme (EAP)

This job description is not exclusive or exhaustive and the post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the role and will be reviewed regularly with the post holder. Alterations to this document may take place from time to time as the responsibilities and requirements of the post-holder develops. If changes to the role become significant, they will be reviewed by the Line Manager and the post holder should also review the job description formally.

HSSH is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

We are committed to non-discrimination on any protected basis, such as disability, or any other basis covered under applicable law.



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Employee acceptance and understanding of this role:

Employee Print Name: _____

Employee Signature: _____

Position: Administrator

Date: _____

Signed on behalf of Medical Innovations Centre Ltd

Signed: _____

Print Name: _____

Job Title: Chief Operating Officer

Date: _____