HARLEY STREET SPECIALIST HOSPITAL LONDON

COMPASSIONATE · INNOVATORS · COLLABORATIVE · BOLD

JOB TITLE: Administrator

REPORTS TO: Business Operations Manager

DEPARTMENT: Administration

JOB PURPOSE: To be *Compassionate – Innovative – Collaborative – Bold*

ABOUT THE HOSPITAL:

Harley Street Specialist Hospital (London) Ltd 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 administrative function of the hospital.

The successful post holder will work within a small team, providing efficient, accurate and compassionate administrative support throughout the patient journey.

This is a varied role covering hospital administration, with particular responsibility for bookings, enquiries, billing, insurance administration, departmental coordination and front of house support when required.

In this role you will be an integral part of a team, accountable for your actions and omissions. This position is pivotal in supporting an organised and effective working environment.

We are looking for an individual committed to delivering a high standard of work, with excellent communication, attention to detail and a patient-focused approach.

PRINCIPAL DUTIES:

Responsibilities:

Bookings & Patient Administration:

- Manage patient bookings for consultations, diagnostics, outpatients and theatre using Meddbase
- Act as an administrative contact for patients, consultants, medical secretaries and hospital teams
- Ensure consultant, procedure, location, date, time and payer details are recorded accurately
- Progress bookings from enquiry or referral through to confirmation and complete outstanding actions
- Liaise with Theatre, Outpatients, Imaging and other teams to coordinate the patient journey
- Attend booking meetings and maintain oversight of upcoming cases and outstanding actions
- Check insurance pre-authorisation details and ensure codes are valid where applicable
- Prepare and issue approved self-pay quotations in line with hospital pricing
- Raise invoices accurately and collect self-pay fees in accordance with hospital processes
- Follow up outstanding quotations, bookings, documentation and payments within agreed KPIs
- Ensure registration, terms and conditions and required administrative documents are completed
- Coordinate meals, accommodation and other agreed booking requirements where applicable
- Prepare theatre and administrative folders and ensure booking documents are available

- Support patient admission, check-in and departure processes when required
- Maintain accurate booking notes, referral details, contact information and payer records
- Monitor booking and departmental inboxes and respond within agreed service standards
- Answer patient queries within the administrative remit and escalate clinical questions
- Coordinate appointment changes and cancellations and notify all relevant parties
- Follow up patients where information or action is required to progress a booking
- Maintain confidentiality and accuracy when handling patient information and records
- Identify booking issues or delays early and escalate them appropriately
- Support accurate tracking and reporting of bookings, enquiries and service activity

General Administration:

- Provide day-to-day administrative support across the hospital and prioritise workload appropriately
- Answer telephone calls professionally and take or relay accurate messages
- Receive and process departmental mail and emails, prioritising and escalating as appropriate
- Maintain accurate electronic and paper records and file or upload documents correctly
- Prepare professional correspondence for patients, consultants and medical secretaries
- Update Meddbase, CRM and other hospital systems accurately following interactions
- Prepare reports, patient lists, spreadsheets and other administrative documents as required
- Monitor shared inboxes and work queues and complete actions within agreed KPIs
- Manage stationery and non-clinical consumables through the hospital requisition process
- Support meetings, scheduling and completion of agreed follow-up actions
- Assist with secure patient information requests and transfer of records in line with policy
- Communicate clearly and work collaboratively with colleagues across all departments
- Contribute to administrative processes that improve efficiency and the patient journey

Front of House Support:

- Provide reception and front of house cover when required by the rota or service needs
- Welcome patients, visitors, consultants and guests in a courteous and helpful manner
- Ensure everyone receives a professional and personalised welcome to the hospital
- Check patients in and out and confirm relevant appointment details
- Direct patients and visitors to the correct department or waiting area
- Respond positively to queries or concerns and escalate issues when required
- Check invoices and collect approved patient payments when required
- Confirm registration forms and terms and conditions have been completed where applicable
- Maintain visitor, contractor and delivery logs accurately
- Receive deliveries and pass items securely to the appropriate department
- Answer incoming calls and direct calls or messages to the appropriate team
- Support anxious or upset patients while remaining calm, professional and compassionate
- Maintain an organised and professional reception and patient-facing environment
- Support consultants and hospital teams with ad hoc room, clinic and admin coordination

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Departmental Support:

- Provide administrative support to Imaging, Outpatients, Theatre and other departments when required
- Assist with booking and coordinating X-ray, MRI, Ultrasound and CT appointments
- Give patients clear appointment, preparation and administrative follow-up information
- Support the secure transfer, receipt and upload of clinical images, reports and documents
- Liaise with consultants, medical secretaries and clinical staff to progress requests
- Track outstanding departmental actions and follow up or escalate delays where necessary
- Experience with Meddbase, RIS, CRIS, IEP or similar healthcare systems is advantageous

KNOWLEDGE, TRAINING & EXPERIENCE:

- Previous experience in healthcare, hospital administration, hospitality or customer service
- Experience in a busy administrative or bookings role
- Attained GCSE Maths and English (Grades A – C) or equivalent
- Excellent written and verbal communication skills
- Computer literate in Microsoft Office and able to learn relevant hospital systems
- The ability to remain calm, professional and organised at all times
- The ability to multitask and prioritise effectively
- Possess exemplary customer service and a patient-focused approach
- Excellent attention to detail and accuracy when handling patient and financial information
- Build and develop positive internal and external relationships in order to work collaboratively and foster good relations
  Proactive ability to adapt to changing circumstances and service priorities
- Flexibility to respond to urgent requests
- Ability to work independently using your own initiative and escalate appropriately
- A confident individual who is well organised and self-motivated
- Work well in a multi-disciplinary and cross-functional team
- Applicants must demonstrate a caring and compassionate manner

AUTONOMY/FREEDOM TO ACT:

- Maintaining confidentiality and handling personal information in line with hospital policy
- Recognise own level of competence and limitations and escalate matters appropriately
- Adhere to Harley Street Specialist Hospital policies, procedures and processes
- Undertake all training and development courses deemed appropriate for the role as specified by HSSH policy and procedure within agreed timeline

ACCOUNTABILITY & STRATEGIC INPUT:

- Report safeguarding or patient safety concerns immediately to the appropriate healthcare professional
- Report operational concerns, incidents or risks promptly to the appropriate manager
- Report complaints to the registered practitioner in charge or appropriate manager immediately

- Always exhibit professional behaviour and attitude
- Demonstrate flexibility in shift patterns and duties 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