

Job Title: Administrator (Clinical Resources)

Department: Clinical Resources

Anticipated Working Hours: 37.5 hours per week, Monday – Friday core hours 09:00am-17:30pm, 1-hour lunch break.

Reporting To: Clinical Resources Manager

Level: Administrative

Location: As per terms and conditions of employment

SUMMARY: Main Objectives (Purpose of the Role in the Business)

To provide an administrative service to the clinical operations team.

SPECIFIC DUTIES

Listed below but not limited to:

- Scheduling appointments via our bespoke electronic system EMMA.
- Processing Medigold clinic vaccination orders and arranging vaccination deliveries.
- Provide adequate information to clients regarding the vaccination process.
- Input clinic activity charges on EMMA.
- Liaise with diary co-ordinator and arrange on-site nurse sessions with the client.
- Collate requirements ahead of client site visits and provide the clinician with all the relevant equipment, often up to 2 weeks prior.
- Review and update the vaccination recall spreadsheet arranging follow up appointments set out within the vaccination schedule.
- Update the vaccination tracking spreadsheets following clinic appointments.
- Engage with clients via email and telephone answering queries in a timely manner.
- Organise blood results for triage and generate a report based on the clinical advice.
- Review and authorise invoices for finance.
- Upload information onto our document portal Medidocs.

ADDITIONAL RESPONSIBILITIES & ACCOUNTABILITIES

- Understand the Company's objectives and values.
- Assist with induction and training of new employees within the Team
- Manage confidential data in line with the Data Protection Act
- General Office Duties
- Contribute ideas and suggestions to continuously improve the Customer Experience
- Assisting with colleagues work during absence.
- Attending meetings and training sessions as required
- Any other request made by a Manager or Director

REQUIREMENTS FOR THIS ROLE

- There are no formal qualifications required for this role however an NVQ Level 2 (or equivalent) in Customer Services or Administration is desirable.
- Experience in an office environment is essential.
- Experience of dealing with clients/customers is essential.
- Knowledge of Outlook and Word is essential and knowledge of Excel and PowerPoint is desirable.
- Experience in diary management is desirable.
- Experience within a role requiring good geographical knowledge is desirable.

Skills	Attitudes
Demonstrable administrative skills	Responsible & "Can-do" attitude
Customer Service skills	Trustworthy and honest
Good UK geographical knowledge	Enthusiastic
Diary management skills	Remain calm under pressure
Organisational skills	Professional in appearance and approach
Exemplary communication skills	Ability to work within team and alone
Good telephone manner	
Proficiency in Word, Excel, PowerPoint & Outlook	
Time planning and priority setting	
Good Interpersonal skills	
Flexible in approach	

I understand the specific duties required of me within my role and accept the responsibilities, authorities and accountabilities related to this role. I have therefore read and accepted this document on the internal HR system.