

Melton Podiatry Practice

JOB DESCRIPTION		
Post Title: Practice Receptionist and Administrative Assistant	Salary:	£11.00 p/ hour
Hours: 13.5 per week Additional hours may be required from time to time to undertake mandatory training or cover absence	Most recently reviewed: June 2023	
RESPONSIBLE TO: Practice Principle		

PURPOSE OF THE JOB:

To manage the administrative and clerical support for the practice including bookkeeping and front of house management. The role also provides support to the practice's Podiatrists and visiting therapists.

DUTIES & RESPONSIBILITIES

Front of house responsibilities

- Responsible for all administrative duties for the practice including filing, photocopying/ scanning, drafting general e-mail correspondence, management of post, generating and sending reminders, invoicing
- Greeting patients on arrival, including new patient intake and administration
- Appointment management including booking of appointments, answering the telephone, referring enquiries, completion of appointment cards
- Collation and posting of written correspondence and information
- Responsible for the presentation of the reception area, ensuring it is tidy and welcoming at all times
- Responsible for the archiving of inactive patient both in paper format and electronically
- Responsible for adhering to the GDPR regulations and to ensure patient confidentiality at all times

Bookkeeping:

- Handling cash and card payments
- Responsible for daily reconciliation of daily and weekly payments and preparing the bank deposit
- Reconciling bank statements and receipts for purchases

Clinical support:

- Responsible to support the practice ensuring a clean and safe environment for the practice at all times
- General cleaning throughout the day

Essential I.T Skills

- **Must be computer literate and have good working knowledge of Microsoft Suite, Google Suite and Social Media. It is preferred that there is a working knowledge of online booking systems, but not essential.**

EQUAL OPPORTUNITES STATEMENT:

Adhere to the practice's equal opportunities statement and ensure anti-discriminatory practice within their role.

COMMENSURATE STATEMENT:

Undertake any other reasonable duties commensurate with salary as determined by the Principle.

WORKING PATTERN:

Tuesday - 12.00pm- 19:30pm

Friday - 09:15am- 16:15pm

Signed _____ Date _____
Postholder

Signed _____ Date _____
Joanna Rowles
Principle & Owner