

## **Senior Clinic Receptionist      Full-time, Contract**

The London School of Osteopathy clinic, located in Bethnal Green, offers osteopathic treatment and support to enhance the health of local residential and business communities. The clinic is open from 8am to 8pm Monday-Friday throughout the year.

The clinic is key to the training of London School of Osteopathy students. Over their degree course students will spend at least 1000 hours in the clinic. Students are supported by fully trained osteopathic tutors.

We are currently seeking to appoint a Senior Clinical Receptionist to join our reception team. The focus of the role will be to ensure the smooth running of our busy clinic. The ideal candidate will have a bright personality, excellent communication and organisational skills. We are also looking for someone who can be discreet, reliable and can work under pressure.

### **Overall responsibilities:**

To undertake reception duties for the LSO Teaching Clinic.

### **Key tasks:**

- Ensure the smooth running of the clinic on a day to day basis and acting as liaison between clinic staff, students and patients on clinic matters (including managing phone calls and bookings etc)
- Liaising with clinic staff and ensuring continuity of provision arranging staff rotas to ensure holiday and sickness cover is in place
- Main point of contact between the clinic and the college administration & marketing team
- Responsible for clinic data collection and collation
- Organising and administration of the student Clinical Exams with respect to patients, schedules etc.
- To ensure that the reception area is clean and tidy at all times

### **Essential attributes:**

- Patient focused and have an interest in the allied health professions
- Experience of reception duties
- Excellent interpersonal skills both face to face and over the phone
- Able to work in a fast paced environment and willing to adapt to changing work needs
- People management skills
- Ability to work autonomously
- Good attention to detail
- Experienced in Microsoft Office
- Numerate. Confident in handling financial transactions including cash.
- Willing to be trained in private practice software

- GCSE in Maths
- GCSE in English

**Desirable attributes:**

- Administrative qualification

**Experience:**

- Reception: 3 plus years
- Working within a healthcare setting

Hours: Monday - Friday 8am - 4pm.

Salary: Between £22,00 to £24,00 per annum with 28 days paid holiday

Benefits: Free access to osteopathic treatment (subject to availability).

Job Types: Full-time, Contract

