

Clinic Receptionist Part-time (November 2022)

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 and alternate Saturdays 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 Clinic Receptionist to join our reception team to help open up in the mornings: 8 - 10am Monday - Thursday. There may be scope for additional hours to cover leave etc. The focus of the role will be to ensure the smooth running of our busy clinic. The ideal candidate will have a bright personality and excellent communication and organisational skills. The applicant will also need to be discreet, reliable and able to 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 online bookings etc)
- Act as a main point of contact between the clinic and the college administration & marketing team
- Be responsible for clinic data collection and collation, maintaining confidentiality
- Support administration of the student clinical exams with respect to patients, schedules etc.
- Ensure that the reception area is tidy at all times
- Liaise with clinic staff to ensure continuity of provision, arranging staff rotas so that holiday and sickness cover is in place

Essential attributes:

- Excellent interpersonal skills both face to face and over the phone
- Patient focused and have an interest in the allied health professions
- Experience of reception duties
- Able to work in a fast paced environment and willing to adapt to changing work needs
- Ability to work autonomously and maintain confidentiality
- Good attention to detail
- Experienced in Microsoft word & excel
- Numerate. Confident in handling financial transactions.
- Willing to be trained to use clinic software
- GCSE in Maths & English (grade 4 or higher)

Desirable attributes:

- Administrative qualification
- Experience of working as a receptionist
- Work experience within a healthcare setting

Hours: Monday to Thursday, 8am to 10am.

Wage: £10.50 per hour with paid holiday.

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