

ADMINISTRATOR (PHYSIOTHERAPY CLINIC) (CASUAL)

Job Ref: REQ230677

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose: To provide high quality administrative, reception and general support to the Loughborough University Physiotherapy Clinic, ensuring the smooth and profitable running of the Clinic, and a professional and courteous service to patients, visitors, clinicians and the wider performance team and colleagues.

Job Duties

- To act as the first point of contact for patients and queries from Clinicians, face to face or by phone or email, taking responsibility for providing accurate information and general advice/guidance, in a timely and effective manner.
- To work independently using own initiative in a dynamic and demanding environment, building strong relationships with stakeholders, effectively resolving queries and escalating to relevant colleagues.
- To be responsible for maintenance of confidential medical records (electronic and paper) and complying with data protection regulations.
- Maintain and update patient details and appointment details onto relevant systems.
- To provide specialist medical related administration for Clinicians and be responsible for ensuring coordination with external medical providers, such as onward referrals to external service providers and arrange appointments.
- To maintain the treatment diaries in liaison with Clinicians and other support staff.
- Prioritise and organise workload in a dynamic customer facing environment.
- Responsible for a joint inbox for all enquiries into the clinic.
- To ensure effective communication to relevant managers and practitioners, in particular timely updates of booking and administrative procedural changes.
- Responsible for monitoring equipment and medical consumable supplies, ordering as required to ensure treatment isn't compromised.
- Responsible for accurately processing financial transactions on a computerised till.
- Responsible for raising invoices for patients and insurance companies.

- To assist with updating promotional materials, such as the Clinic section of the website, flyers and leaflets.
- To ensure compliance with relevant University policies and procedures.
- To produce and maintain accurate systems for monitoring business critical information such as (but not exclusively) loaned equipment, cancellation data, appointment data.
- To contribute to the working practices and procedures of the Clinic to promote continuous improvement.
- To attend Loughborough University and Department meetings, and contribute as appropriate.
- Provide a point of contact for the reporting of building issues and adverse incidents and follow standard operating procedures for escalation and information capture.
- Act upon any emergency alarms being raised within the building in accordance with standard operating procedures.
- Ensure that strict guidelines are followed in accordance with data protection, information governance and confidentiality policies and procedures, with regard to patient information.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- Work effectively and flexibly in accordance with University procedures.
- To undertake other duties, commensurate with the grade, as may reasonably be required by the Clinic.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

The postholder will be mainly based in an office/front desk environment.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Organisational Responsibility

Reports to the Clinic Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant experience of working in a demanding and dynamic office environment/first point of contact.	1,3
	Significant experience of working in an administrative/supportive role.	1,3
	Previous experience of working as part of a team.	1,3
Skills and abilities	Ability to multi-task in an open plan office environment.	3
	Ability to work on own initiative and prioritise workload and plan ahead.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,2
	Ability to work cooperatively, flexibly and to meet deadlines.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Excellent computer skills with a thorough knowledge of Microsoft Office applications, including Word, Excel, Outlook	1,2,3
	Good standard of numeracy and verbal and written English.	1,3
	GCSE Grade C or equivalent in English and Mathematics.	1,3
Training	Willingness to undertake further training as required	3
Other	Willingness to work flexible and irregular hours as necessary.	3
	An understanding, acceptance, and adherence to the need for strict medical/patient confidentiality.	3
	Commitment to observing the University's Equal Opportunities policy at all times.	3
	Knowledge of simple accounting procedures.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in a medical environment and knowledge of medical terminology and referral procedures.	1,3
Skills & Abilities	Previous experience of dealing with medical insurance companies within a provider setting.	1,3
Other	A interest in sport.	3

Informal Enquiries

Informal enquiries should be made to Mel Bell, Clinic Manager (Sports Medicine) by email at: M.Bell2@lboro.ac.uk or by telephone on **01509 226263**