

**Department: Guest Services**

**Job Title: Guest Services Assistant (Reception)**

**Advisor Responsible To:** Guest Services Manager/Reception Supervisor

**Location:** Based at The Horder Centre, Crowborough.

**Role Summary:** At Horder Healthcare we are committed to delivering excellent Customer service starting from the initial phone or face to face enquiry, through to checking in patients attending appointments, admitting patients for surgery or helping patients to access one of our other services. Provide some administrative support to the clinical teams to enable a seamless patient journey.

This is a key role within the Guest Services Team. The Guest Service Assistants (Reception) are responsible for handling all switchboard calls into The Horder Centre, handling all face to face patient enquiries, rebooking of physio booking, and ensuring all customers experience a first class service.

The role will ensure that there is consistently high standards of customer care to all services users irrespective of their referral route which is embedded throughout the culture and working practices of the organisation.

**Key Duties:**

**Service Provision:**

- Use computer programmes – for example Microsoft packages, Patient Administration Systems including iPMS and System One – to check-in or rebook patients into the Centre's services. The services include, but are not limited to, physiotherapy appointments and classes, outpatients, preadmissions and surgical admissions.
- Ensure escalation to the relevant Head of Department or Duty manager of any issues that may affect the Patient/Customer experience.
- Update the Patient Administration System as required, checking and correcting registration details creating supporting documentation such as appointment letters and discharge letters as required. Printing of all clinic lists for business continuity in the event of a system failure. Ensuring attention to detail at all times and data quality standards are met and maintained in line with GDPR.
- Work with clinical staff to ensure smooth running of out-patients clinics, including non-Horder patient clinics.
- Receive, action, or redirect telephone enquiries from a wide range of customers, ensuring calls are answered quickly and handled professionally and effectively.
- Liaise with other colleagues in other departments, both clinical and non-clinical, to ensure the provision of a seamless service to patients, consultants, colleagues and others.
- Escort patients as needed to the relevant areas.
- Arrange transport when required.
- Handle internal telephone calls coming into department and deal with as appropriate.
- Handle all email traffic into Info@horder, deal with appropriately and escalate where necessary.

- Handle cash and card transactions, ensuring accuracy.
- Carry out daily and weekly safety checks for Emergency processes such as, Crash Call testing and 2-way radio checks.
- Highly proficient with current technology and software application
- Ability to prioritise workload and meet deadlines
- Well-presented and articulate Nice to Haves
- Experience in a hospital/medical environment
- Experience in a role dealing

### **Quality**

- Act as a specialist in Horder Healthcare services to knowledgeably answer patient queries and engage with prospective new patients through the promotion of Horder Healthcare.
- Deal with customer complaints in a professional manner, involving more senior staff as required and following Horder Healthcare's complaints guidelines.
- Identify and propose improvements in service delivery based on customer feedback and own observations.
- Ensure a constant focus on the delivery of a high level of customer service, whoever the customer is identified to be.

### **General**

- To carry out any other reasonable duties as requested by senior staff.
- To cover Patient Services Advisor colleagues as required.

### **Key Accountabilities:**

- Accountable for booking patients into Horder Healthcare services in line with the Horder Healthcare Access Policy and associated standard operating procedures.
- Accountable for delivery of waiting time standards or escalation of potential breaches.

### **Key Knowledge, Skills and Experience:**

#### **Must Haves**

- Good general education
- Previous experience in a bookings/customer service role
- Demonstrable ability to work with a wide range of people
- Highly proficient with current technology and software application
- Ability to prioritise workload and meet deadlines

- Well-presented and articulate Nice to Haves
- Experience in a hospital/medical environment
- Experience in a role dealing directly with the public