



Cadogan Clinic
120 Sloane Street
London
SW1X 9BW
T: +44 (0)20 7901 8500
W: www.cadoganclinic.com

The Cadogan Clinic Senior Receptionist

Salary on application, 40hours week

Summary

The Cadogan Clinic an award-winning boutique private hospital based in the heart of Chelsea is seeking a Senior Receptionist. You will join a team of 50 permanent staff and the clinic's hand-picked exclusive team of the country's leading surgical, aesthetic and dermatological consultants who work to deliver industry leading healthcare and patient experiences. The successful candidate will work as part of a forward-thinking team, liaising with consultants and across departments to ensure the highest standard of care is always delivered.

Job Specification

Your primary responsibility is to provide patients with the highest standard of customer service and ensure that all patients have a flawless journey from first contact to initial consultation right through to after care. You will be reporting directly to the Clinic Manager. You will assist with the day-to-day running of the clinic and supervise the team in the Clinic Manager's absence ensuring clinic protocols are always followed.

This is a full-time position consisting of 40 hours per week working shifts, which cover the clinic opening hours, you must be able to commit to 2 Saturdays a month (alternate Saturdays).

The Cadogan Clinic offers supportive training to ensure your ongoing development for career progression.

The role and responsibilities

- Liaising all relevant information between Consultants, operating facility staff and relevant out-patient clinic staff.
- Stock management and ordering.
- Maintain and deliver policy's ensuring in clinic standards are maintained at a high level.
- Work with the in clinic team to support day to day out patient operations ensuring a seamless in clinic experience for all patients, visitors consultant, and staff.
- Work proactively to identify and solve or report in clinic issues to minimise risk and ensure H&S standards.
- You will be the client's first contact with the clinic and will be responsible for acting as the patient concierge, greeting clients in the clinic, and carrying out Covid 19 related checks when a patient enters the clinic.
- You will follow in clinic protocols and take payments while maintaining the clinic's exceptional customer service standards.
- You will ensure that all patient records are kept up to date and be responsible for managing the consultant diaries to ensure the clinic is running efficiently.
- You will handle general day to day activities such as opening and closing the clinic, ensuring the clinic is always presented to the best standard, general housekeeping duties.
- You will ensure that all patient records are kept up to date and be responsible for managing the consultant diaries to ensure the clinic is running efficiently.



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- General administration including maintaining and updating computerised patient notes, medical administration, actioning patient prescription requests and liaising with external labs, pa's, gps /other medical establishments on behalf of the patient.

Skills and experience required

Essential

- A team player with the ability to deliver their roles and responsibility's in a calm and efficient manner while working in a busy environment.
- Experience of working in a similar high-end environment, delivering exceptional levels of service
- Excellent communication skills and immaculate written English
- A polished appearance and professional manner
- Experience in delivering exceptional levels of service and excellent communication skills.
- Excellent IT and admin skills.
- A 'can do' attitude.
- A calm demeanour with prior experience working under pressure using sensitivity and discretion always.

Preferable

- Experience in medical administration.
- Prior experience working in a private outpatient department or Aesthetic clinic would be advantageous.

To apply please contact the clinic manager with your cv and a brief cover letter at, ann-marie.kyprianou@cadoganclinic.com

Due to the high volume of applicants only successful candidates will be contacted.