

Phoenix Homeopathy Ltd
Part-time Receptionist/Administrator/Practice assistant

JOB DESCRIPTION

Job title

Part-time Receptionist/Administrator/Practice assistant

Position in company

Reporting to the Director

Location

Based at the Brighton & Hove clinic/head office, in Poet's Corner, Hove BN3

Hours

Flexible, as needed, but 10-12 hours per week, during university term-times only, from September 2008 until July 2009, on Mondays all day, and Tuesday mornings.

Duration

The post runs from September 2008 until July 2009.

From July 2009, a permanent, year-round position, with increased hours, may be available.

Salary

£12,675-13,650pa pro-rata (£6.50-7.00 per hour), depending on skills and experience

Nature and objectives of the job

Covering reception, providing general and varied administration, secretarial and practice support to the Director, enabling the Director to do her job more quickly, easily and effectively.

Main duties and tasks

1. Meeting and greeting patients, and taking care of their comfort while on the premises
2. Replenishing supplies in treatment rooms as needed
3. Dealing with patient enquiries and bookings by phone and email
4. Dealing with correspondence
5. Maintaining an accurate filing system
6. Managing confidential patient records and case-notes
7. Booking appointments using the online clinic diary
8. Preparing invoices and processing payments using Sage
9. Compiling and maintaining accurate online and in-house databases of contacts
10. Carrying out simple online and phone research projects as required
11. Ordering stock and supplies as required, and processing deliveries
12. Delivering urgent prescriptions within the Brighton & Hove area, collecting deliveries and dealing with post at the Post Office
13. After appropriate training, accurately preparing prescriptions of homeopathic and naturopathic remedies, ensuring high standards of cleanliness and hygiene are maintained
14. Providing general office support to the Director, as required

Other relevant documents

- Person specification
- Application form