



Job Description

Role: Cardiology Clinic Administrator (Kingston-upon-Thames)

Location: Kingston-upon-Thames, KT2

Type: Permanent, Mon - Fri (20 hours per week) - hours to be confirmed.

An exciting opportunity has become available for an experienced administrator to become part of the administration team at Heartsure Cardiology Clinic, a small and successful private clinic in Kingston-upon-Thames in Southwest London.

This role covers both the Cardiology and Diagnostics clinics, the Cardiac Rehabilitation service and the Menopause clinic, all of which are based at our Kingston centre. We offer flexible working hours, with most of our clinics held in the evenings during weekdays. Job share options may also be available for the right candidate(s).

Main Responsibilities:

Successful applicants will be provided training over a one-month probationary period. Other responsibilities may be required of the Administrator apart from the main tasks listed below.

- ♥ Ensure that the clinics administrative operations are carried out in a timely and efficient manner, in line with GDPR and CQC guidelines
- ♥ Accept referrals from healthcare providers and self-referring patients, and booking these appointments in our clinical diaries and onto spreadsheets
- ♥ Liaise with healthcare providers, staff, patients and third-party organisations in person, over telephone calls and via email to resolve queries
- ♥ Organise clinical and confidential information in line with clinic and GDPR guidelines, sending out results and reports to the necessary parties
- ♥ Check stock levels and order / organise stock to fit the needs of the business
- ♥ Configure and set-up medical equipment in line with clinic preferences, and conduct clinic preparation to provide necessary paperwork and information



Essential Skills:

- ♥ Excellent communication and interpersonal skills, both with our customers through in-person communication, telephone and email conversations as well as with colleagues in the administration and clinical teams
- ♥ Excellent computer literacy skills including knowledge of Microsoft Office
- ♥ Excellent customer service skills, to be able to put the needs of patients first
- ♥ Excellent organisational and initiative taking skills to ensure the smooth day to day running of the clinic and being able to adapt to the needs of the clinic
- ♥ Data management and confidentiality skills: inputting clinical data into the clinic spreadsheet in line with GDPR guidelines, booking appointments and sending confirmation information, liaising with patients, staff and other medical professionals regarding a patient's health
- ♥ An interest in, and basic understanding of health and well-being

Desirable Skills (Non-essential):

These skills are not essential and can be developed on during training:

- ♥ Experience with / or understanding of private healthcare, including private health insurance
- ♥ Experience with / or understanding of CQC (Care Quality Commission)
- ♥ Experience with / or understanding of administration in the clinical field (private or NHS)
- ♥ An understanding of Cardiology related diseases, treatments, tests and scans
- ♥ A knowledge of hospital databases and patient confidentiality
- ♥ Fitting or arranging medical equipment and devices such as ECG monitors



Other Requirements:

*Requirements marked with * are essential to working at Heartsure.*

- ♥ DBS check* – due to the nature of work, we ask that all clinical administrative staff undertake at least basic DBS check before working in the clinical setting
- ♥ Right to work in the UK* – be able to provide relevant documents to prove right to work
- ♥ References covering the past three years, or at least one reference each from two previous employers

For any queries, questions or further information, please contact:

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