

Job Description

Job Title:	Radiology Administrator (including Receptionist duties)
Hours:	Full-time 37.5 hours per week, Monday to Saturday, including morning, afternoon and evening shifts
Responsible to:	Radiology Administration Lead
Accountable to:	Radiology Lead
Overall objective:	To assist with both administration and receptionist duties in the Radiology department.

Main duties and responsibilities:-

1. Attend Reception desk, register all patients on computer and print labels.
2. Receive telephone calls, e-mails and answer / redirect as appropriate.
3. Monitor the waiting area and notify Radiographer in charge of any difficulties or issues regarding patient management.
4. Provide patients with the relevant information regarding appointments, results and costings.
5. Access the in-house via the computerised patient booking/management system (CMS), Sage and RIS for relevant information.
6. Appoint patients / clients for imaging via the computerised patient booking/management system.
7. Ensure that request forms are filled in correctly, and arrange return to the referrer if they are incorrect
8. Liaise directly with all clinical staff to ensure patients are booked according to IRMER and MHRA regulations
9. To liaise with radiographers re urgent and emergency referrals.
10. Working independently to maximise the availability in each session by using all postponed and cancelled appointment slots
11. Prepare invoices and receive payments for self-funding and insured patients. Have an understanding of private medical insurance claims including preauthorisation, excesses and where applicable claim forms.

12. Issue imaging results to the relevant referrer.
13. Assist with the compilation of the monthly statistical spreadsheet.
14. Regularly review computerised system for outstanding invoices.
15. Respond to queries/complaints regarding the administrative function liaising with management as appropriate.
16. Ensure confidentiality of patient information in accordance with Clinic policies.
17. Assist with training of new staff as required.
18. Perform any other duties in the radiology department deemed appropriate to the grade by the Radiology Administration Lead.

General Duties

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures.
2. Undertake any educational programme deemed necessary and attend all mandatory in-service training and lectures.
3. Comply with the Ulster Independent Equal Opportunities Policy at all times.
4. Actively participate and contribute to the continuous improvement of the service in own work area.
5. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
6. Communicate effectively with all users of service, being courteous and respectful at all times.
7. Participate in annual performance review and maintain own personal development file.
8. Is responsible for own professional development and maintenance of knowledge and skills according to professional guidelines.
9. Adhere to and abide by professional code at all times (where relevant).

The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.

Personnel Specification

Notes to applicants:

You must clearly demonstrate on your application form how you meet the required criteria, as failure to do so may result in you not being shortlisted.

Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note UIC reserves the right to use any desirable criteria outlined at shortlisting.

CATEGORY	ESSENTIAL	DESIRABLE
Experience	<p>Two years' experience of frontline patient care to include:</p> <ul style="list-style-type: none"> • Booking & processing appointments, through the use of a computerised patient booking/management system. • Reception duties • Administration duties <p>Computer Literate Excellent MS Office skills</p>	<p>Experience in booking a high volume of medical appointments.</p> <p>Experience in the preparation of invoices.</p> <p>Experience of working in an imaging department.</p>
Education/Qualifications / Training	<p>5 GCSEs including English and Mathematics at Grades A-C (or equivalent).</p>	<p>Evidence of having completed formal training in the use of a computerised patient booking/management booking system.</p> <p>ECDL qualification</p>
Other	<p>The post holder will be required to be flexible in their working pattern to meet service needs e.g. shifts</p> <p>Satisfactory completion of the following checks:</p> <ul style="list-style-type: none"> • References • Satisfactory *ACCESSNI clearance • **Evidence of right to live and work in UK • Health screening • Qualification checks 	

Competencies:

- Teamworking
- Strong Patient Focus
- Effective Communication and Interpersonal Skills
- Planning and Organising skills
- Accuracy and attention to detail
- Honesty and Integrity

Starting Salary: £13.86 per hour

Information for Applicants

Please refer to our website for the following policies in relation to your application:

<https://www.ulsterindependentclinic.com/careers>

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on handling & storage of information

*Applicants can obtain information about AccessNI at the following website address:

<https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks>

*AccessNI Code of Practice at the following website address:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

*AccessNI Privacy Notice at the following website address:

<https://www.justice-ni.gov.uk/publications/ani-privacy>

**You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.