KINGHEALTHCARE

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Medical Receptionist/Front of House Co-ordinator

Hiring organization
King Healthcare

Employment Type
Full-time

Industry
Private Clinic

Job Location
London

Base Salary
£ 28,000 - £ 32,000

Description

Medical Receptionist / Front of House Coordinator

Location: Harley Street, Central London
Salary: Up to £32,000 per annum, dependent on experience
Contract: Full-time, permanent
Working hours: Various shifts between 8:00am and 7:00pm

About the Opportunity

Are you an experienced Medical Receptionist or Front of House professional who takes pride in delivering exceptional customer service?

We are working with a prestigious private healthcare clinic in the heart of London's Harley Street medical district to recruit a professional, personable and highly organised Receptionist to join its welcoming team.

This is an excellent opportunity to become the face of a well-established specialist clinic, providing a first-class experience for patients from their initial enquiry through to their appointment and ongoing treatment.

You will play a key role in ensuring the smooth running of the reception, managing multiple consultant diaries, coordinating appointments and providing an exceptional standard of patient care and customer service.

The successful candidate will be confident managing a busy reception environment, comfortable handling patient enquiries and payments, and able to remain calm, organised and professional when dealing with competing priorities.

The Role

Reporting to the Clinic Manager, you will take responsibility for the day-to-day operation of the reception area, supporting patients, consultants and colleagues across the clinic.

You will manage up to seven clinical diaries, coordinating appointments both face-to-face and over the telephone, handling patient payments and ensuring all administrative processes are completed accurately and efficiently.

This is a varied position combining patient-facing responsibilities with general administration and operational support.

Key Responsibilities

Patient Experience & Front of House

Welcome and greet patients, ensuring they receive a warm, professional and personalised experience.

Act as the first point of contact for patients and visitors attending the clinic.
Ensure patients feel comfortable, informed and supported throughout their visit.
Maintain a calm, organised and welcoming reception and waiting area.
Respond to patient queries and resolve any issues professionally and compassionately.
Provide patients with relevant information about the clinic, its services and available treatment options.

Appointments & Diary Management

Manage and coordinate up to seven clinical diaries.
Schedule and confirm patient appointments face-to-face, over the telephone and via email.
Manage appointment changes, cancellations and follow-up bookings.
Liaise with consultants and clinical colleagues to ensure diaries run smoothly.
Prepare electronic medical record templates and ensure patient information is accurate and up to date.

Payments & Administration

Process patient payments and prepare invoices for deposits, surgical balances and eye examination fees.
Handle internal and external telephone enquiries.
Update and maintain accurate patient records and database information.
Distribute patient questionnaires and collect testimonials where appropriate.
Complete end-of-day administrative procedures.
Assist with ordering office supplies, stock control and general administrative tasks.

Reception & Clinic Operations

Support the opening and closing of the premises.
Ensure reception and communal areas are clean, tidy and presentable.
Monitor and replenish supplies, including patient and toilet facilities.
Complete relevant cleaning and stock check records.
Attend team meetings and contribute to resolving operational issues.
Provide general support to the Reception and Clinic Management teams as required.

About You

We are looking for someone who is approachable, polished and naturally passionate about delivering outstanding customer service.

You will ideally have:

At least one year’s experience within a private medical practice or healthcare environment, preferably within a premium or specialist clinic.
Alternatively, at least one year’s experience in a high-end customer service, hospitality or front-of-house role.
Excellent verbal and written communication skills.
Previous administrative and clerical experience.
Good IT skills, including Microsoft Word, Excel, email and database systems.
Strong organisational skills and excellent attention to detail.
Experience managing appointments, diaries and customer enquiries.
Confidence handling payments and financial transactions.
A proactive approach to problem-solving and the ability to use your initiative.
A professional appearance and excellent interpersonal skills.

The Ideal Candidate

You will be someone who:

Takes genuine pride in providing an exceptional patient experience.
Is confident managing multiple priorities in a busy environment.
Remains calm, professional and approachable when dealing with challenging situations.
Has excellent time management and organisational abilities.
Can communicate effectively with patients, consultants and colleagues at all levels.
Is flexible, adaptable and willing to support the wider team.
Demonstrates initiative and a willingness to take on additional responsibility.

Previous experience within ophthalmology would be beneficial but is not essential. A strong background in private healthcare, premium hospitality or high-end customer service would also be highly relevant.

Working Hours

This is a full-time position, with shifts operating across the following patterns:

8:00am – 5:00pm
9:00am – 6:00pm
10:00am – 7:00pm

What's on Offer?

Salary of up to £32,000 per annum, dependent on experience.
Full-time, permanent position.
Opportunity to work within a prestigious private healthcare clinic.
A varied role with a combination of patient interaction and administrative responsibilities.
The opportunity to develop your experience within a specialist private medical environment.
A welcoming and professional team environment.

If you are an experienced Receptionist or Front of House professional looking for your next opportunity within a premium private healthcare setting, we would love to hear from you.