

Job Description: Reception & Clinical Administrator

Accountable to: Administrative Services Manager

Responsible for: Reception Volunteers

About the Role

This varied role combines front-of-house reception duties with clinical administration support, providing an excellent opportunity for someone who enjoys working with people whilst ensuring the smooth and efficient delivery of administrative services.

As one of the first points of contact for patients, families, visitors and healthcare professionals, you will provide a professional and welcoming service whilst supporting clinical teams through the management of referrals, patient records, correspondence and service coordination. You will work across multiple departments, helping to ensure the highest standards of patient care and customer service.

Main Responsibilities

Reception Duties

- Act as the first point of contact for patients, relatives, visitors, volunteers and healthcare professionals.
- Provide a professional and compassionate reception and telephone service.
- Welcome visitors and direct them appropriately throughout the Hospice.
- Manage incoming telephone calls and enquiries efficiently and courteously.
- Coordinate room bookings, appointments and daily diaries.
- Process incoming and outgoing mail, deliveries and collections.
- Maintain a safe, tidy and welcoming reception environment.
- Support the supervision and coordination of Reception Volunteers.
- Undertake routine reception administration and cash handling duties where required.

Clinical Administration Duties

- Process referrals and maintain accurate patient records using EMIS and other approved systems.
- Provide administrative support to clinical teams, consultants and nursing staff.
- Manage patient admissions, discharges and related communications.
- Produce, process and distribute correspondence, reports and clinical documentation.
- Ensure records are maintained accurately and confidentially.
- Support audits, reporting requirements and data collection activities.
- Liaise with external healthcare professionals and organisations as required.
- Assist in maintaining efficient clinical and administrative processes across the organisation.

General Duties

- Maintain confidentiality and comply with Information Governance and Data Protection requirements.
- Provide cross-cover for colleagues during periods of absence.
- Participate in mandatory training and personal development activities.
- Promote Trinity Hospice values and provide excellent customer service at all times.
- Work flexibly across departments to meet changing service needs.

Personal Specification

Qualifications and Knowledge	Essential	Desirable
Good IT skills including Microsoft Office applications.	x	
Experience of EMIS or other clinical record systems.		x
Experience		
Previous experience in a reception and/or administrative role.	x	
Experience working within a healthcare, hospice or NHS environment.		x
Experience supporting or coordinating volunteers.		x
Communication and Customer Service Skills		
Excellent communication and interpersonal skills.	x	
Excellent telephone and customer service skills.	x	
Organisational and Administrative Skills		
Strong organisational and administrative abilities.	x	
Strong attention to detail and accuracy.	x	
The ability to prioritise workload and work effectively under pressure	x	
Personal Attributes and Behaviours		

A flexible and adaptable approach.	x	
The ability to work independently and as part of a multidisciplinary team.	x	