

## JOB DESCRIPTION

Job Title	Concierge
Department	Front of House team
Line Manager	Clinic Supervisor
Location	Fortius Clinic Central 17 Fitzhardinge St., London W1H 6EQ.
Contract type	Permanent, full-time; 37.5 hours per week, 9am to 5pm, Monday to Friday with Saturday am working and overtime opportunities
Salary	Competitive

### Job Overview

Fortius Clinic is now the UK's largest private orthopaedic group. We are building our business on a passion for excellence, an innovative approach in all that we do and working together to put patients first. We require a concierge to become part of a talented, dedicated team of people committed to providing the very best in orthopaedic and sports injury care. We have three Outpatient Diagnostic and Treatment Centres (ODTCs), in Marylebone, City and Wimbledon.

The concierge role will be the first point of contact for patients, visitors and consultants so it is vital that the initial impression is both courteous and efficient to all parties. The patient pathway is not always straightforward, many of our visitors touch different services in the same day or on multiple visits, this can include appointments for wound care through to X-Rays between the two clinics. Attention to detail and an obliging attitude are the key to success in this role.

Particular emphasis is put at Fortius on the need to ensure that all staff recognise their responsibility to deliver services in a high quality, courteous, patient focused manner maintaining patient confidentiality at all times.

### Main Duties and Responsibilities

#### Service Delivery

- Provide timely, efficient and courteous welcoming of patients/clients to the clinic.
- Deal with patient/client requests in an efficient and professional manner.
- Direct patients/clients to appropriate area in both clinics.
- Assist housekeeper in ensuring that clinic areas are always clean and tidy.
- Monitor and adjust work priorities in conjunction with other professionals to take into account changing demands on the department.
- Assess and organise own workload and communicates work priorities, organising workload in conjunction with other team members
- To work as part of a team within the respective work area.
- To participate in the departmental rota, being flexible in responding to service needs.

- Assisting the patients with mobility difficulties using the wheelchair stair climber.
- Handle the packages/parcels that arrived in the clinics and place them in the relevant departments. Assisting FOH team with franking and posting the letters

**Management Responsibility**

- To organise and manage an agreed workload with support from colleagues and senior staff as appropriate.
- To work within and support the multi-disciplinary team.
- To maintain effective communication and professional relationships with all areas within the clinic.
- To observe personal responsibility for resource management.
- To observe a general duty of care for the health, safety and well-being of self, work colleagues, visitors and patients within the Fortius clinic, in addition to any specific risk management associated with this post.

**Main Contacts**

- Consultants
- Medical Secretaries
- Outpatient Staff
- Patients, relatives and visitors to the clinic
- Housekeeping staff
- FOH Manager
- Clinic Manager

**Equality & Diversity**

All Fortius employees must have respect for every individual, treating everyone with dignity, courtesy, fairness and consideration, and welcoming and accepting differences between people. It is the responsibility of every employee to work towards the elimination of all discrimination and prejudice.

**Health & Safety**

All Fortius employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Fortius to meet its own legal duties.

**Infection Control**

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Fortius Infection Prevention and Control policies.

**Quality Governance**

All Fortius employees must adhere to Fortius policies and procedures and seek advice on these when in doubt as to their scope and applicability. Employees are specifically reminded that they must respect the confidentiality of all information they have access to during their employment including personal data.

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.

Qualifications/ Knowledge/ Skills/ Experience	Essential	Desirable
1. GCSE English and Maths (or equivalent)	X	
2. Excellent interpersonal and communication skills (verbal and written)	X	
3. Experience of clerical and administrative work.		X
4. IT literate – able to use a range of Microsoft Office packages including word, email and patient booking system.	X	
5. Demonstrable evidence of delivering customer service ideally in front of house or similar environment	X	
6. Previous experience of working in a clinical or medical setting would be advantageous		X
7. Ability to work on your own or as part of a team	X	
8. Excellent organisation skills and ability to prioritise and manage a busy workload without direct supervision	X	
9. Able to remain calm when under pressure and deal effectively with unanticipated demands	X	
10. Ability to work with a range of stakeholders		X
11. Able to handle sensitive information without compromising confidentiality	X	
12. Flexible helpful attitude.	X	