

**JOB DESCRIPTION**

JOB TITLE: Enquiry and Bookings Coordinator

RESPONSIBLE TO: Business Manager

DEPARTMENT: Marketing, Communications and Business Development

Hours 37.5 hours per week – comprising of a variation of shifts from 8am - 6pm, plus additional out of hours required for events.

Job Summary

The enquiry and booking coordinator at King Edward VII’s Hospital is the main point of contact for all queries regarding the Hospital’s services and those provided by its consultants. The post holder will handle any enquiries or referrals received from existing and potential patients, GPs and their secretaries as well as any other referrers, assisting them in making an appointment where appropriate with the relevant Consultant/service.

The job holder will deal with all enquiries in an efficient and effective manner, whilst providing outstanding customer service, helping to strengthen the Hospital’s reputation and build strong relationships with all customer groups. Whenever possible, they will identify and pursue opportunities to convert queries into appointments.

The Enquiry and Bookings Coordinator will also be expected to assist the Business Development Team in the organising and hosting of events for GPs and Physiotherapists (on average three events per month), which provide our audiences/key clients with the opportunity for continuous professional development.

Key Duties & Responsibilities

* Handling all enquiries from patients, GPs, consultants, and other stakeholders in a personable, professional and timely manner, including following up queries in line with the agreed process.
* Identifying and pursuing opportunities to convert queries into appointments at the Hospital.
* Processing all referrals from GPs, patients and other medical professionals. Liaising with secretaries to ensure outpatient appointments are booked with the appropriate consultants.
* Liaising with the admissions department to arrange urgent admissions when requested.
* Answering queries regarding pricing for procedures and appointments.
* Supporting the Business Development Manager and Business Development Officer with the organising and hosting of GP events including events outside of working hours.
* Logging all queries and referrals to help inform the business development strategy of the hospital.
* Assisting the Business Development Manager with compilation of reports and statistics.
* Booking both outpatient and diagnostic appointments.
* Keeping up to date with hospital developments to ensure an excellent knowledge of hospital services.
* Performing any additional ad hoc duties or projects as directed by the Business Development Manager, including but not limited to administrative tasks such as market research and updating databases.

Skills and Experience

* Previous experience in a customer focused role
* Previous experience of working within the healthcare industry (public or private)
* Medical terminology qualification (e.g. AMSPAR) is desirable
* Excellent IT/Admin skills, including good working knowledge of Microsoft Office packages
* Exceptional verbal and written English communication skills

About the Individual

The successful candidate will be confident, with a positive attitude, an exceptional telephone manner, and a desire to provide and an understanding of what makes outstanding customer service. They will be a strong team player, with the flexibility to work across various roles within the Marketing, Communications and Business Development Department, and tasks to ensure the smooth running of the Enquiry and Bookings Team.