

Job Description

Job title: Telephonist

Department: Contact centre

Reports to: Contact centre Manager

Contract Type: Full-Time

Position Summary

Working as an important part of Contact Centre team, our telephonist will serve as the first point of contact for all incoming calls to King Edward VII's Hospital. They are responsible for professionally and efficiently handling enquiries from patients, visitors, consultants, and external partners. The role involves directing calls to the appropriate departments, providing general information about the hospital's services, ensuring seamless communication across the organisation and assisting in administrative duties when needed.

Key Responsibilities

- Operate the hospital's switchboard system, handling all incoming, outgoing, and internal calls efficiently and courteously.
- Act as the first point of contact for all telephone enquiries, always ensuring professional and compassionate communication.
- Transfer calls to appropriate departments or personnel, ensuring minimal delays and accurate handovers.
- Manage emergency and urgent calls in accordance with hospital protocols, including medical emergencies and fire alarms.
- Record and relay messages accurately and in a timely manner.
- Ensure confidentiality of patient and hospital information in line with GDPR and hospital policies.
- Support the administration team by performing administrative tasks when needed
- Allocating room bookings for consultant clinics and updating/uploading patient registration forms daily.

Skills, Competencies & Behaviours Required

Essential

- Previous experience in a telephonist, receptionist, or customer service role.
- Excellent verbal communication and active listening skills.
- Clear, articulate, and polite telephone manner.
- Ability to multitask and work under pressure.
- High attention to detail and accuracy.
- Commitment to confidentiality and discretion.
- Able to absorb and effectively explain technical information
- Effective listening skills, empathy and has a good level of Resilience
- Is Analytical & Detail orientated
- Can work in Collaboration with others and shows great team spirit

Desirable

- Experience in a healthcare, hospitality, or private clinic environment.
- Familiarity with switchboard systems (e.g. Avaya).
- Knowledge of medical terminology (basic).