

Better2Know Job Description and Person Specification

Job Title:	Patient Service Executive
Reporting To:	Patient Services Manager
Hours:	Full time Monday to Friday, required to cover 7.00am to 7.00pm in a shift pattern
Location:	Morecambe, Lancaster

Overview

Better2Know is the UK's leading private provider of Sexual Health testing services. We offer patients fast, confidential and anonymous testing and results across the UK, Ireland and Internationally. We are the GP Bullhound's fastest growing e-commerce company in Lancaster. We are entering an exciting period of growth.

This position is responsible for providing an excellent patient experience for patients who call the Better2Know booking lines in the UK and overseas.

Job Description

- Answering the booking team phone line
- Selling STI testing services to patients
- Booking patients into clinics for appointments
- Answering patient queries
- Providing an excellent patient service
- Suggesting improvements to tests, services and systems
- Fulfilling patient orders and requests
- Support International Expansion

Person Specification

The ideal person will have

- Excellent IT skills e.g. word, excel, internet
- Excellent command of written and spoken English and an excellent telephone manner
- Good organisational skills
- Ability to get stuff done
- Willingness to learn about Sexual Health
- Excellent attention to detail
- Enthusiasm about new challenges

The successful person may have:

- Nursing Qualification/ Experience
- PA experience
- Healthcare experience

NO AGENCIES PLEASE

Better2Know reserves the right to make reasonable changes to any of your terms and conditions of employment including but not limited to your hours of work, place of work and duties.

This document is not a contract of employment.