**Senior Patient Administrator – Job Description**

**What you are responsible for.**

* Ensuring the smooth and efficient operation of patient administrative processes.
* Prepare and submit weekly and monthly performance reports in a timely manner.
* Take prompt action to prevent pathway breaches, escalating issues as necessary.
* proactively managing the Patient Tracking List (PTL).
* Ensuring patient focus is central to the success of the MRI department by delivering an excellent level of patient care throughout.
* Accurately entering all relevant patient data into the patient management system
* Managing administrative tasks within the unit that include:
  + Dealing with telephone, direct and face to face enquiries
  + Booking clinically validated appointments on the internal system
  + Ensuring all payments are invoiced promptly and accurately.
* Facilitating efficient patient scheduling to maximise capacity
* Contribute to the development and implementation of process improvements for administrative efficiency and patient care quality.
* Support training and mentorship for junior staff as needed.
* Supporting site manager and operational support manager , with the achieving of key performance indicators.

**We are looking for someone who has:**

* Knowledge of patient pathways and healthcare administration processes.
* Attention to detail and a proactive approach to problem-solving.
* Excellent written and verbal communication skills, with a capability to present information in a logical and efficient manner.
* Strong organizational and time management skills.
* A passion for delivering the highest level of patient care.
* The ability to work independently and as part of a multi skilled team.
* Proficiency in data management and reporting systems.