**JOB TITLE**: Patient Liaison Operator

**ACCOUNTABLE TO**: Control Room Manager

**LOCATION**: Greenhithe, DA9 9XL

**HOURS:**35 hours per week, rotating shift pattern between 7am -9pm, this role also includes weekends

**SALARY:** £18,200.00

Savoy Ventures are a CQC registered emergency / non-emergency ambulance service, providing transportation for NHS Trust patients, transporting over 400,000 patients every year. At Savoy we understand that our patient transport service is first and foremost about the patient, whose day begins and ends with transportation. Our main aim is to ensure our ambulance service is as efficient as possible, minimising delays and creating a stress-free environment for those that travel with us.

**We are currently seeking a talented individual who can deliver excellent patient customer service to join us as a patient liaison operator in our Greenhithe booking room. The ideal candidate must possess a minimum of 1 years’ experience in a call centre environment and hold patient customer service experience.**

**Responsibilities**

* Handle inbound calls from patients, clients and colleagues
* Check the daily planned work and co-ordinate any identified changes with relevant stakeholders
* Manage expectations of the service users
* Deliver patient focused service, assisting and updating patients of any changes to their journey
* Manage enquires from the trust and from patients in a professional manner
* Input high volumes of information to company databases accurately
* Communicate with colleagues and management

**Requirements**

Essential

* A minimum of 1-year proven experience within a call centre background
* Strong administration skills with excellent attention to detail
* Excellent people skills and able to communicate to all levels is vital to this role
* Must have excellent communication skills both written and verbal
* Ability to multi task whilst under pressure
* Able to remain calm under pressure
* Must maintain a high level of professionalism at all times
* Must have excellent attention to detail
* Must have the ability to build relationships with internal staff and customers

Desirable

* Experience within a relevant public-sector environment
* Previous Cleric experience is highly desirable
* Strong work ethic and willing to go extra mile

**Terms and Conditions**

* 28 days holiday per year
* Lunch provided daily
* 35 hours per week
* Ongoing training and development