

## JOB DESCRIPTION

Name:	
Job Title:	<b>Office Administrator/Receptionist</b>
Reports to:	Group Exec Co-ordinator
Location:	Park House, Winship Road, Milton, Cambridge CB24 6BQ

### **Job Summary**

To be the main receptionist, carrying out all front of house duties and providing customer-facing administrative support to the Clinical Laboratory based in Cambridge in addition to providing support to the Group Executive Co-ordinator with travel, accommodation, general office and administration tasks.

### **Main duties and responsibilities**

Provide front of house duties at the Cambridge site including answering the main telephone line, customer service emails, reception meet and greet and handling incoming and outgoing post.

Clinical record keeping duties including scanning, printing and filing of confidential records as required.

Liaison with customers regarding confidential clinical information including monitor, follow up and completion of requests for information from service users.

Administration and distribution of all diagnostic reports to customers/healthcare professionals ensuring information regarding delivery targets are disseminated as and where necessary.

Provide sales processing and finance function from the point of test request through to support with issuing an invoice, its dispatch and any subsequent queries thereafter.

Provide ad-hoc support across the division during any period of change and increased service provision.

Log and progress any customer complaints. Process all customer queries to conclusion and satisfaction for the customer. This will be done in conjunction with the Clinical Laboratory staff.

Assisting with record keeping and monitoring of annual leave, and administration tasks, organising group travel and accommodation, managing the travel email inbox, binding investor presentation and board packs.

Assisting with additional support to the Exec and Commercial teams by organising conference calls, meetings and exhibitions.

Website administrator for press releases for the Novacyt group.

Must be computer literate with good working knowledge of MS Office (Outlook, Excel, Word)