

HeartVets Referrals Administrator (home-based)

Start date: May 2023

Salary: From £15.50 per hour, commensurate with experience and qualifications. 5 working weeks annual leave plus all bank holidays (pro-rata for 5 day week), no weekend or OOH work requirement, additional benefits package including CPD allowance, electric car salary sacrifice scheme and Headspace subscription.

Description: We are looking for an experienced colleague to join our referral administration team. The position would be ideally suited to an RVN moving out of clinical practice, but candidates with extensive referrals admin experience and good working clinical knowledge would also be considered.

This would be a home-based administrative position, ideally 3-4 days per week (but part-time considered) and encompasses the following:

- Speaking to pet owners, booking in appointments and explaining what to expect from their appointments
- Liaising with referring vets and our clinical team, helping to triage urgent cases (with help from our clinical nurse and vet team) to arrange the most convenient referral appointments or clinic visits.
- Arranging visiting clinics with host practices.
- Insurance claim work – submitting pre-authorisations, chasing claims.

A good knowledge of common software (e.g., Microsoft Word/ Excel) is essential. We use a dedicated practice management software (Animana) for which training will be provided. Work equipment (computer +/- printer if needed) will be provided, along with appropriate remuneration for phone and internet usage.

HeartVets is an independent cardiology consultancy based in the south-west UK and Wales. We offer a clinical referral service throughout this region, and a diagnostic cardiology service including ECG interpretation, Holter monitoring and cardiology equipment sales to the UK and worldwide. This is a great opportunity to join our supportive and friendly team and utilise your skills and experience in a non-clinical setting.

Please apply using the online form provided (you can select which position you would like to apply for). If you would like to send any additional information or documents to support your application, please email these direct to our practice manager Nicki Fern (nicki.fern@heartvets.co.uk)

Closing date for applications: Friday 31st March 2023