



THE A LOUNGE

Front of House Coordinator

ABOUT US

Join our dedicated recovery team at our leading private clinic on Harley Street, where we deliver high-quality post-anaesthetic care for patients undergoing elective procedures, with a particular focus on plastic and cosmetic surgery.

Based at 15 Harley Street, we combine clinical excellence with genuine care in modern, purpose-built facilities. We work exclusively with the best surgeons and anaesthetists in their fields, and we're committed to going beyond compliance to set higher standards in patient safety and care.

THE ROLE

We are looking for a warm, organised, and professional Front of House Coordinator to be the first point of contact at our clinic. This is a key role — you will be the face of the practice, setting the tone for every patient and visitor experience from the moment they arrive. If you thrive in a patient-facing environment, take pride in delivering excellent service, and love keeping things running smoothly behind the scenes, we'd love to hear from you.

Key Responsibilities:

Patient & Visitor Experience

- Greet patients, surgeons, and visitors warmly, creating a welcoming and professional first impression.
- Maintain a calm, discreet, and empathetic approach — especially with anxious or post-operative patients.
- Offer refreshments and attend to reasonable patient requests while they wait.
- Keep the reception and waiting areas clean, tidy, and consistent with our brand standards.

Administrative & Operational Support

- Register new patients and collect all required documentation (ID, consent forms, medical history).
- Maintain accurate and confidential patient records in compliance with GDPR and CQC standards.
- Prepare consultation rooms before appointments, ensuring all materials and equipment are ready.



- Manage patient files and ensure documents are securely uploaded to the Company server.
- Carry out general administrative duties including filing, data entry, and internal communications.
- Coordinate food and refreshment orders for staff and guests as required.

Communication & Enquiries

- Handle incoming calls, emails, and online enquiries promptly and professionally.
- Direct queries to the appropriate team member or department efficiently.
- Manage all digital communications in line with Company policies.

Team Support & Compliance

- Act as the first point of contact for both patients and clinical staff.
- Support the wider clinic team to ensure smooth daily operations.
- Adhere to all Company policies, statutory obligations, and codes of conduct.
- Maintain strict confidentiality of all patients and Company information at all times.

WHAT WE ARE LOOKING FOR

- Previous experience in a receptionist, front of house, or customer-facing role (healthcare setting preferred but not essential).
- Excellent interpersonal and communication skills — warm, professional, and patient.
- Strong organisational skills with high attention to detail.
- Comfortable using electronic systems for scheduling, records, and communications.
- Discretion and professionalism when handling sensitive patient information.
- A proactive team player who takes initiative and works well under pressure.
- Knowledge of GDPR and CQC requirements is advantageous.

WHAT WE OFFER

- Competitive salary dependent on experience
- Daily lunch provided
- Modern facilities and equipment
- Training and development opportunities
- Opportunities to work with leading consultants and surgeons
- Patient-focused private setting where quality matters



- Our online app allows you to view and book shifts 24/7, helping to manage your availability, view pay rates and pay slips.
- Other benefits

OUR VALUES

We go beyond compliance, treat every patient as an individual, and act with integrity and compassion in everything we do. Clinical excellence and compassionate care aren't separate goals—they're inseparable parts of how we work.

HOW TO APPLY

To apply, please complete the form below:

[Candidate Application Form](#)

Applications are reviewed on a rolling basis, so we encourage you to apply as soon as possible.

We are an equal opportunities employer and welcome applications from all backgrounds.