



Company Details Confidential



#JOB-2466435



Bon Secours Hospital, Glasnevin, Dublin 9,
D09 YN97



No of positions : 1



Paid Position



35 hours per week



36470.00-56018.00 Euro Annually



02/09/2026



30/09/2026

How to apply

Application Method :

Not available



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Grade IV Patient Services Administrator

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Job Title: Patient Services Administrator
Grade: Grade IV
Reports to: Patient Services Manager,
Patient Services Supervisor, Patient Services Team Lead
Location: Patient Services Department,
Bon Secours Hospital Dublin

Job Purpose

To provide exceptional and comprehensive administrative support to the Patient Services Department at Bon Secours Hospital Dublin. The post holder will ensure the smooth operation of administrative processes, maintaining high standards to deliver quality, patient-centered care in line with the Bon Secours Mission, Values, and Ethos.

Key Working Relationships

Patient Services Team
Patient Services Team Lead
Patient Services Supervisor
Head of Department
Multidisciplinary Teams

Key Duties and Responsibilities

Service Management

Manage all administrative duties efficiently, ensuring adherence to operational standards and hospital policies.

Oversee daily appointment management including cancellations, rescheduling, and DNAs.

Liaise with clinical and administrative staff across departments to resolve queries and facilitate patient care.

Ensure accurate and timely completion of all administrative records.

Provide prompt, accurate information to hospital personnel and clinicians to support timely patient treatment.

Use IT tools effectively (word processing, spreadsheets, databases, email, calendar, PowerPoint, internet research).

Administer correspondence: dictation, audiotyping, proofreading, and distribution of memos, letters, and any other form of communication

Ability to Compile medical reports and correspondence with attention to medical terminology.

Perform telephone duties with a strong customer service focus.

Manage patient bookings, registrations, admissions, and payments in accordance with hospital protocols.- when required

Ensure confidentiality and data protection compliance (GDPR).

Monitor and improve service procedures to maintain patient-centered care and compliance with quality standards.

Support and participate in sustainable practices to promote an environmentally responsible health service.

Provide training and support to less experienced Patient Services team members.

Assist in developing and implementing new initiatives within the department.

- **Sector:** human health and social work activities

Career Level

- Experienced [Non-Managerial]