

Job Description (JD)

Job Title: Bank Administrator

Company: LycaHealth

Location: Canary Wharf, London

Salary: £11–£12 per hour

Hours: Flexible bank hours between 7:30am – 8:00pm (Monday–Saturday)

Job Summary:

Your role as a Bank Administrator will be to provide an effective and efficient reception and administration service. You will ensure a patient-focused experience, support consultants, and maintain accurate medical records.

Main Duties:

- Greet patients, families, and visitors in a friendly and professional manner.
- Organise and book appointments for patients and consultants.
- Liaise with consultants and their PA teams to obtain accurate records.
- Handle telephone and in-person enquiries professionally.
- Maintain patient information and support the smooth running of the department.

Person Specification (PS):

- Excellent communication and interpersonal skills.
- Previous admin experience (preferably in healthcare).
- Good organisation and attention to detail.
- Confident with Microsoft Word and Excel.

Benefits:

- £11–£12 per hour.
- Free parking.
- Health insurance and supportive environment.

How to Apply: Email CV and Cover Letter to recruitment_lh@lycahealth.com

Name

Address

Recruitment Team

LycaHealth

Canary Wharf, London

10 November 2025

Dear Hiring Manager,

I wish to apply for the role of Bank Administrator, currently being advertised on Indeed.
Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over two years of experience in the administration and customer service industry and I believe the skills I have gained during this time make me the right candidate for this role.

In my previous role as an Admin Support Assistant at the London Borough of Tower Hamlets, I was responsible for managing documents, updating records and handling enquiries. All of this, coupled with my enthusiasm and dedication, along with strong organisational, communication, and attention to detail skills, has helped me provide reliable administrative support, deliver a professional service, and contribute to the efficient running of the department.

I am confident that I can bring this level of success with me to your organisation and help LycaHealth build upon their reputation as leading provider of private health care services. With my previous experience and expertise, I believe my contribution will have a positive impact on maintaining accurate records, supporting consultants and ensuring patients receive professional and welcoming service that reflects LycaHealth's commitment to excellence.

Thank you for considering my application. I look forward to the opportunity to discuss my suitability for the role further.

Yours sincerely,

Name

Name

London • Phone number • Email

An enthusiastic and dedicated administrative professional with proven experience supporting teams, managing records and handling enquiries with accuracy and discretion, Skilled in organisation, communication, and attention to detail, I bring a reliable and adaptable approach to delivering efficient support.

Skills

Appointment scheduling • Accurate record keeping and document management • Handling enquiries • Microsoft Office • Organisation • Customer support • Communication

Experience

MARCH 2022 – JUNE 2024

Administrative Officer | London Borough of Tower Hamlets | London

- Managed documents and updated records accurately
- Handled enquiries from residents via phone and email
- Processed forms and maintained confidential information (GDPR compliant)
- Assisted with scheduling meetings and preparing reports for managers

SEPTEMBER 2019 - JANUARY 2022

Customer Service Advisor| Boots | London

- Delivered high quality service in a busy retail environment
- Managed cash handling, stock control, and point of sale operation
- Dealt with customer queries and complaints professionally
- Supported smooth daily operations through teamwork and efficiency

MAY 2018 – AUGUST 2019

Market Research Assistant | Kudos Research | London

- Conducted telephone interviews with clients worldwide
- Accurately recorded responses into research databases
- Maintained accuracy and confidentiality throughout projects
- Supported project teams with call handling and data entry tasks

Education

2025 - PRESENT

CertHE Business Skills for the Workplace | UWTSD | London

2019

Level 2 Information, Advice and Guidance | New City College| London

2011 - 2015

GCSEs | Mulberry School for Girls| London

References

Available upon request