



DAMIRA
DENTAL STUDIOS

Working at the Damira Contact Centre

We are excited that you are considering joining our team at
Damira Dental Studios

Established in 2003, Damira has grown from one small practice in Oxford to over 40 dental practices, becoming a leading provider of high-quality dental care across England.

As we continue to grow, we're looking for enthusiastic individuals to join our Contact Centre - the first point of contact for our patients and practices. This role is perfect for those who enjoy helping others, work well in a fast-paced environment, and want to be part of a supportive team.

Whether you're new to the role or seeking a fresh opportunity, we're here to support your journey.

This pack contains information about what it's like working in our Contact Centre at Damira Dental Studios. We look forward to speaking with you very soon.

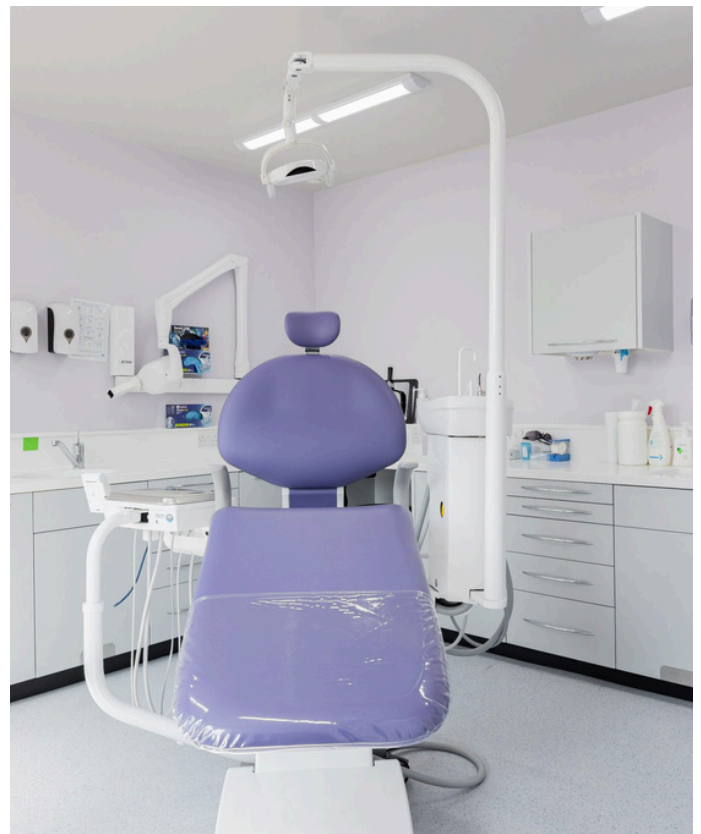
About Damira Dental Studios

Damira started as a single practice in Oxford and has grown into one of the UK's leading dental providers, with over 40 practices.

We offer a full range of NHS and private treatments, delivering high-quality care in a friendly, supportive environment.

Meet the CEO

Dr. Anushika Brogan is the CEO & Founder of Damira Dental Studios. She qualified as a dentist from Guy's, Kings and St Thomas College London in 1999 and is still practicing at Damira Bury Knowle Dental Practice.



Our Values

DIGNITY

Dignity: We believe all of our patients, employees, associates and clinical professionals are worthy of being treated with respect.

ACHIEVEMENT

Achievement: We strive towards individual/team goals and give our best regardless of any obstacles.

MINDFUL

Mindfulness: We pay attention to our thoughts and feelings and understand the impact our actions have on those around us.

INNOVATIVE

Innovation: Damira is proud to adopt and adapt to new technological advancements in dentistry.

RESPONSIBLE

Responsibility: We are personally accountable for our own conduct and behaviour.

AMBASSADOR

Ambassador: We represent Damira at all times, demonstrating our company values to patients and colleagues.

How We Work

Our dental practices are supported by a dedicated Support Office team, which includes departments in Operations, Finance, HR, Governance, and our Contact Centre.

These functions are primarily based across two locations:

- **Support Office** – Pinner, London
- **Contact Centre** – Portsmouth

Together, these teams play a crucial role in ensuring our practices run smoothly and patients receive the highest level of service.



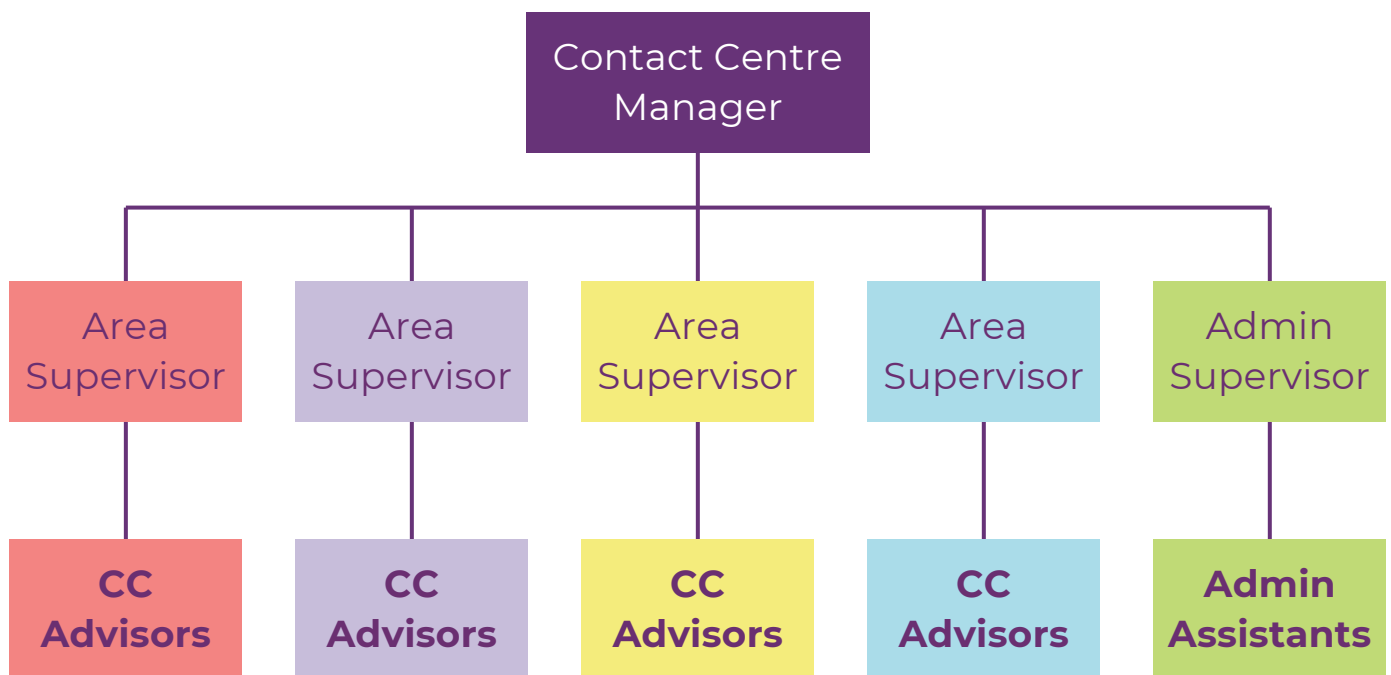
The Contact Centre

The Contact Centre is the first point of contact for our patients and acts as the communication hub between our practices and the communities we serve. Our team handles:

- Incoming and outgoing patient calls
- Emergency triage and appointment scheduling
- Routine appointment bookings and follow-ups
- Plan sign-ups and general patient enquiries

We work closely with on-site practice staff to provide a seamless and reassuring experience for every patient we speak to.

Contact Centre Structure



Our Contact Centre is led by our Contact Centre Manager, who oversees the operation of the team and ensures high standards of service are consistently delivered.

Each Area Supervisor manages a team of Contact Centre Advisors, who handle calls, bookings and queries specific to their allocated practices.

Job Description

THE ROLE: Contact Centre Advisor

LOCATION: 33 Kingston Crescent, North End, Portsmouth PO2 8AA

REPORTS TO: Area Supervisor

WORKING HOURS: Full time or part-time shifts available (weekdays + occasional weekends)

PURPOSE OF THE JOB

To provide exceptional care and service to our patients and to the general public. The role will involve receiving inbound and making outbound patient telephone calls regarding queries, booking dental appointments for Damira practices, and patient recalls.

KEY RESPONSIBILITIES

- Providing a seamless patient journey
- Booking in of dental appointments in practices diary following the dental booking process
- Responding to patient queries in a timely manner
- Providing high quality customer service
- Ensure that information is both recorded and delivered accurately.
- Contacting patients to book recalls

WHAT WE'RE LOOKING FOR

- A confident communicator over the phone, by email and in person.
- Excellent customer service skills including the ability to build rapport quickly.
- Ability to remain calm and patient under pressure.
- Excellent telephone manner
- Ability to follow a process
- Calm and professional
- Passionate about helping.
- Basic computer literacy and keyboard skill



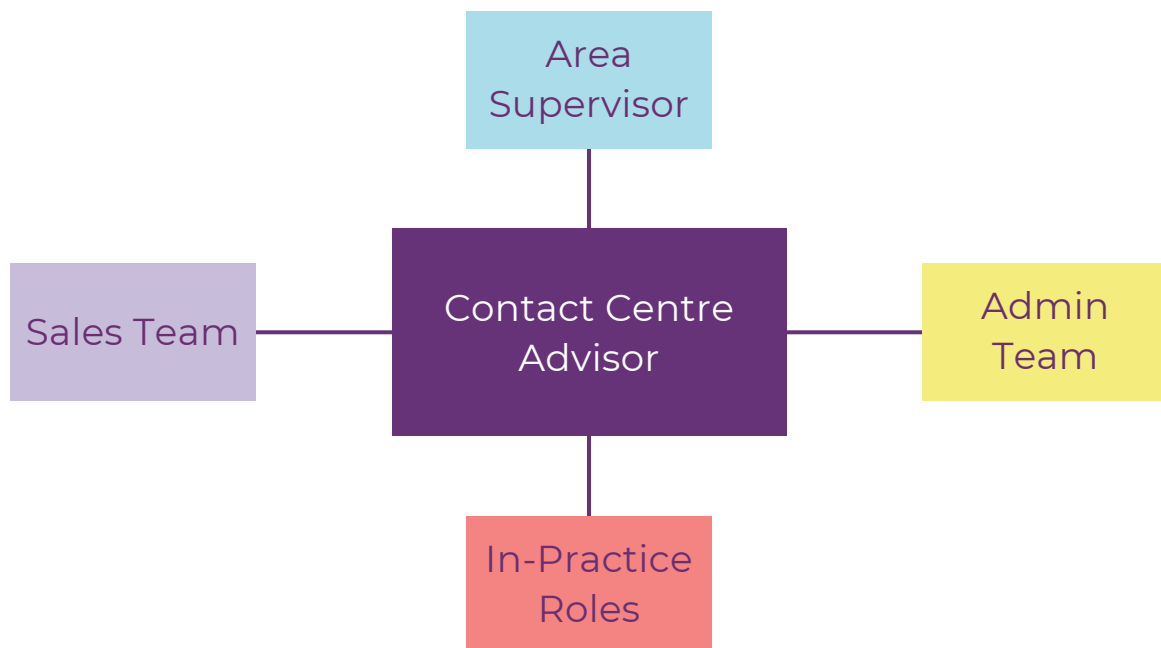
WHAT IT'S LIKE WORKING WITH US

- A supportive, friendly team who want you to thrive
- Recognition and rewards for hard work
- Clear performance targets and regular feedback
- Open-door management and a people-first culture

YOU'LL BE MEASURED ON

- Call handling time and quality
- Patient satisfaction and resolution rates
- Appointment conversion rates
- Plan sign-ups
- Teamwork and collaboration

Progression & Development



Working within the Contact Centre offers plenty of room for growth and development. At Damira, we believe in investing in our people and supporting their career journeys. Opportunities for progression include:

- **Internal transfers** to other departments such as Sales, Admin, or even roles within one of our dental practices.
- **Career advancement** into leadership positions for those who demonstrate strong performance and leadership potential

Your Onboarding Journey

We're committed to helping you succeed with a clear, supportive start. You'll complete **five days of paid training**, covering:

- Systems, call scripts, and real-life scenarios
- Damira's values, patient care approach, and key compliance policies

During your first month:

- You'll have a buddy for day-to-day support and regular supervisor check-ins
- Clear probation goals will be set, with ongoing feedback to help you grow confidently in your role.

Benefits

- **Team Celebrations:** Take part in regular team socials and be recognised for your hard work
- **Pizza Thursdays:** Monthly team lunches – pizza is on us!
- **Plan Sign-Up Bonus:** Earn £5 for every successful dental plan sign-up.
- **Performance Incentives:** Enjoy opportunities to earn additional rewards based on your performance and contributions.
- **Wellbeing Support:** Access our Employee Assistance Programme, which includes free, confidential counselling sessions whenever you need support
- **Extra Holiday Reward:** Receive an additional day of annual leave after 2 full years of service





“Working at the Damira Contact Centre has been a great experience. There’s a real sense of teamwork, and the training and support help you feel confident in a fast-paced environment. I’ve built great relationships and feel proud to be part of a team that works so well together.”

- Contact Centre Advisor

If you have any questions, please email
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