

Assistant to the Director

The line manager for the Assistant to the Director is the Clinical Director/Owner (Pete Tang).

Job Description

The Assistant to the Director works closely with the Clinical Director to ensure that The Physio Clinic Bristol functions as an effective business delivering high quality therapy, healthcare and customer service.

Assistant Practice Manager Duties

Your role will involve working with the Clinical Director to assess, plan and execute all of the tasks required to run the clinic.

- You will take on a number of administrative and operational tasks under the direction of the Clinical Director.
- You will provide administrative and operational support, as required, in line with the client facing reception role.
- You will help manage the longer-term goals and continued growth of the clinic, assisted by the Clinical Director.

Specifically, your role will involve:

- Meeting with the Clinical Director on a regular basis to discuss what needs to be done at the clinic.
- Supporting the Clinical Director in the management of employed and self-employed staff (e.g. staff recruitment, induction, appraisals and staff development).
- Assisting the Clinical Director to review, develop and improve systems of working to optimise efficiency.
- Assist the Clinical Director with business development, marketing strategy and implementation; identifying resources required to meet specific business goals or objectives.
- To act as a liaison between the clinic and our affiliated partners such as sports clubs (who receive concessionary rates), GP surgeries, local consultants and other organisations to promote and increase the visibility of the business.

- Provide administrative and operational support for a range of tasks such as KPI's and reports.
- Dealing with administration relating to the facilities (e.g. Phone contracts, utilities)
- Dealing with insurance company invoicing and monitoring outstanding debtors.
- Dealing with the procurement of supplies for the clinic and raising purchase orders.
- Working on important documentation (such as policy documents) under guidance from the Clinical Director.

Account Duties

- Dealing with invoicing and payment queries from insurance companies
- Updating company financials using 'Sage 50 online' accountancy package (if qualified to do so) or working alongside the company Bookkeeper to assist in updating accurate company financials.
- Invoicing insurance companies and reconciling payments each month.
- Producing monthly outstanding debtors report, checking status of any outstanding debt, contacting patients and insurance companies to request payment.
- Printing monthly commission report for self-employed therapists with copy to the Clinical Director.

IT related Duties

- Develop and increase your understanding of the IT systems
- Develop an understanding of the company website pages and liaise where appropriate to make edits and updates.
- Understand and assist with the company social media platforms

Induction and training of new staff

- Provide information and training to junior/relief reception staff regarding:
- Carry out induction with all new staff to cover Key policies and procedures.
- Update and create support documents.