

# THE PHYSIO CLINIC

## Movement Health Performance

### Reception Manager/Assistant to the Director

Full Time (Part Time Considered) 25-37.5 hours per week, negotiable.

*We are looking to recruit an enthusiastic and motivated team member with outstanding organisational and communication skills plus a head for business strategy. Established in 2007 we are a private Physiotherapy clinic that prides itself on our customer service and friendly work environment. We have a team of 4 Physiotherapists, 3 massage therapists and 3 reception team members. We are now seeking an exceptional individual to help us achieve the next stage of our growth. The post offers the right candidate an opportunity to shine, grow, plus make a real and rewarding contribution to the success and development of the business. CDP and further training opportunities actively encouraged.*

*The Reception Manager/Assistant to the Director role is a varied role, encompassing both reception responsibilities as well as working closely with the Director to ensure that The Physio Clinic Bristol functions as an effective business delivering high quality healthcare and customer service. It is anticipated that the role will be split on a 60/40 percent basis with the greater time given to the Reception Manager aspect of the role.*

Reception responsibilities include:

- Day-to-day processes and tasks, such as booking appointments, taking payments, and answering phone calls and emails in a customer facing capacity.
- Administrative and operational assistance required by the therapy team to ensure the smooth running of the business.
- Maintaining accurate financial records using our practice management system TM3.

As assistant to the Director, you will be required to:

- Meet with the Director regularly and assist with business development, strategy, and marketing.
- Help manage the clinic facility, staff, and patient services.
- Review key documents, systems, and processes.
- Maintaining business financial accounts (Sage), if qualified to do so.
- Review, develop and monitor KPI's.
- A range of other tasks required to support the commercial aspects of the business.

#### Essential requirements

- Strong written and verbal communication skills.
- Highly organised, solution orientated with attention to detail.
- Friendly, approachable, and reliable.
- IT literate including Microsoft office (Excel, Word, Outlook).
- Success in leadership, decision making and implementing change.
- Capacity to work independently and innovatively in line with business goals.

Desirable but not essential

- Sage accounting experience.
- Previous experience in a health care setting.
- Marketing and social media experience in a commercial setting.

Salary range £21,450 - £25,350 pa, pro rata, depending on experience. The post benefits from a generous holiday entitlement, workplace pension, discounted gym membership and reduced clinic rates for staff and family members. Full Job description available on request by calling the clinic on 01454 540066.

Application by CV and covering letter that references the job description. Applications without supporting letter will NOT be considered. Email to [jobs@thephysioclinicbristol.co.uk](mailto:jobs@thephysioclinicbristol.co.uk).

**Closing date for applications is Monday March 22<sup>nd</sup>, 2021.**