

Reception Manager

The line manager for the Reception Manager is the Clinical Director/Owner (Pete Tang).

Job Description

The Reception Manager will assist with the management of the clinic facility, staff, patient services, and a range of other tasks required to run the business, as directed by the Clinical Director.

Reception Manager Duties

The Reception Manager is a customer facing role supporting the reception and therapy team. Additionally, you will be responsible for a range of administrative duties to facilitate the smooth running of the business.

Specifically, your role will involve:

- You will be responsible for customer facing day to day processes and tasks when front of house.
- You will provide administrative and operational assistance to the therapy team.
- 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.
- Dealing with administration relating to the facilities.
- Provide administrative and operational support for a range of tasks such as KPI's and reports.
- Dealing with insurance company invoicing and monitoring outstanding debtors.
- Dealing with the procurement of supplies for the clinic and raising purchase orders.

Account Duties

- Dealing with invoicing and payment queries from insurance companies
- 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.
- Monitoring email and other forms of communication into the clinic.
- Dealing with insurance company reconciliations.

IT related Duties

- Develop and increase understanding of the IT systems used in clinic.
- 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.
- Help support junior reception / front of house staff with training.

Induction and training of new staff

- Provide information and training to junior/relief reception staff regarding:
- Carry out induction and onboarding of new staff.
- Update and create support documents.