

<b>Job Title</b>	Business Coordinator
<b>Salary</b>	£13.50 per hour
<b>Hours of Work</b>	Minimum Hours of 8 per week.  You must have a flexible approach to work. Working hours agreed in advance.
<b>Location</b>	Primarily Home Based  You will be required to travel to meetings therefore a driving licence and access to own car is essential.
<b>Contract Type</b>	Permanent, Varied Hours
<b>Benefits</b>	28 days annual leave (pro-rata) Statutory Sick Pay Pension Scheme

### About Us

Positive Steps Physiotherapy was established in 2017 and is now a team of 5 friendly and dedicated Physiotherapists and Physiotherapy Assistants looking for a new team member.

At Positive Steps we are all committed to giving our clients freedom to move better to allow them to do what they love doing. We do this by taking a positive, person-focused approach, treating all of our clients as individuals, ensuring that they feel special every step of the way.

Our clients are at the heart of what we do, and we are always exploring innovative and new ways of working to ensure that we continue to deliver the best treatment in the most appropriate environment in which we aim to achieve all our clients optimum outcomes inclusive of extending an excellent level of customer service to their family as well to ensure they are all supported through their journey.

### Our Team

Our team are adaptable, friendly, polite, and caring and have a passion for making a difference to people's lives, delivering high quality client care and treating everyone with dignity and respect.

In addition to this we all share a passion and commitment within the team to ensure that everyone feels as valued as our clients. We do this by providing an open, friendly and supportive environment where everyone is encouraged to feel comfortable sharing their ideas.

### The Role

We currently have an opportunity for an Office Administrator to play an integral role within our team.

You will have great administrative skills with a real eye for detail, good communication and IT skills and the ability to plan, prioritise and flex your workload, but most importantly share our passion for making a difference, supporting and enabling our clients to have the best possible outcomes.

### Key Tasks and Responsibilities

You will play a vital part in our client journey, providing the best level of customer service to our clients. This will include:

- Dealing with initial client queries, over the telephone and by email, ensuring that any follow-up actions are actioned and processed as appropriate.

- Booking appointments and processing referrals.
- Building and maintaining client relations inclusive of following up on their health and wellbeing after appointments and making contact with clients to follow up on missed appointments.
- Collating and responding to client feedback.
- Supporting and adapting to any changes that are implemented to improve client services, including participation in collating, and responding to client feedback, audits, and quality and monitoring initiatives.
- Management of our client database, ensuring that it is up to date at all times.
- Dealing with sensitive client data including medical records.
- Implementing, maintaining, and updating office processes and document controls.
- The design, implementation and updating of clinic handbook.
- Facilitating and planning new employee inductions.
- Managing the financial administration of the business, inclusive of the preparation and issuing of invoices, reconciling payments received and following up on outstanding invoices for payment.
- Procurement and ordering of clinical and office supplies.
- Taking an active role in marketing the business inclusive of the provision of initial information and advice to client enquires to working in collaboration with our Marketing team to ensure that our client welcome pack is up to date and that promotional content is effective and engaging.
- Assisting with the resourcing, training and implementation of communication and business applications to enable the team to work effectively and safely.
- Participating in team meetings and external meetings; taking accurate meeting minutes and noting agreed actions.

## Person Specification

		Essential	Desirable
<b>E1</b>	Demonstrable administrative experience.	✓	
<b>E2</b>	Able to confidently use IT including Microsoft Office, Outlook and Databases, the internet, and social media.	✓	
<b>E3</b>	Previous experience of working with Excel.	✓	
<b>E4</b>	Have a passion for and takes pride in delivering a high quality of customer service.	✓	
<b>E5</b>	Excellent communication and interpersonal skills.	✓	
<b>E6</b>	A person-centred approach that displays a welcoming, non-judgmental, and respectful manner towards individual's circumstances, feelings and priorities.	✓	
<b>E7</b>	A team player that likes to work collaboratively.	✓	
<b>E8</b>	Ability to work creatively and innovatively to develop client services and supporting systems responsive to client's needs.	✓	
<b>E9</b>	An approach to work which is positive, flexible and solution focused.	✓	
<b>E10</b>	Enjoy working in a fast-paced environment with the ability to adapt quickly to changing priorities.	✓	
<b>E11</b>	Ability to work collaboratively as a team and independently to achieve shared goals.	✓	
<b>E12</b>	Ability to make well-judged and effective decisions.	✓	
<b>E13</b>	Experience of developing and overseeing systems and processes.	✓	
<b>E14</b>	Ability to work flexibly to meet the demands of the clinic and team as required.	✓	
<b>E15</b>	Driving licence and access to own car.	✓	
<b>D1</b>	Previous experience of Notion applications.		✓
<b>D2</b>	Marketing and promotional experience.		✓
<b>D3</b>	Knowledge of legislation and good practice relating to data protection.		✓
<b>D4</b>	Previous experience of minute taking.		✓
<b>D5</b>	Understanding of financial bookkeeping.		✓