



Job Description

- 1. Post Title:** Part-Time Receptionist
Prepared to increase hours for holiday cover
Rate £9.50/hour

- 2. Role and Purpose of Position:**
To support the clinical team in the smooth running of Moira Physiotherapy and Sports Injury Clinic and to provide a friendly and professional service to its clients.

- 3. Working Relationships:**
 - Physiotherapists
 - Massage Practitioners
 - Clients
 - Service Providers

- 4. Responsibilities:**
 - Dealing with all telephone & email enquiries
 - Meeting, greeting and dealing with clients
 - Making appointments for new and returning clients
 - Client administration support for the therapists
 - Informing part-time staff of their next day client list
 - Handling money
 - Preparing and making bank lodgements
 - Typing confidential letters and reports
 - Ordering equipment and stock as directed by Clinic Owner and monitoring stock levels
 - Undertake monthly equipment and electrical check
 - General administrative duties including filing, photocopying, postage etc
 - General housekeeping duties
 - Any other duties as deemed necessary by the Clinic Owner



Person Specification

The post holder should be able to demonstrate the following essential criteria:

- Professional approach when dealing with the public (in particular when dealing with client confidentiality)
- Trustworthy, especially when dealing with financial matters related to the clinic and clients
- Can use own initiative to identify and solve problems
- Must be friendly and chatty and be able to put clients at ease
- Confident telephone manner
- Good communicator and able to work within a team environment
- IT aware (in particular experience of using Microsoft Word & Excel)
- Quick learner
- Eligible to hold an DBS worker screening clearance
- Your employment is conditional upon you qualifying for employment in accordance with the Immigration Act 2014 (as may be amended) and any other UK and Northern Ireland immigration laws.

We are looking for a friendly and dynamic person who takes a mature approach to their work. You will be the first point of contact for clients both by the phone and in person and will be required to deliver exceptional customer service. A desire to strive to always look at how to improve the way we do business is paramount.

To be successful in the role the following are desirable:

- prior experience in a busy/growing clinic
- Experience using a healthcare software/CRM
- Communicating professionally, positively, and with attention to detail - particularly around spelling, grammar, phone demeanour, back of house conversations
- Demonstrate an ability to work independently, show initiative and flexibility, and maintain strict confidentiality.
- Applying a flexible, solutions-focused, and empathetic approach
- Finding joy and satisfaction in maintaining a well-organised, hygienic, and tidy environment

This is a rewarding and challenging role where you will be well supported to work with a great deal of autonomy. The Moira Physiotherapy team genuinely care about one another, and everyone does their bit to contribute to our great workplace culture. As a valued team member, you will enjoy participating in team events, team lunches, social events, and much, much more!

If you like the idea of working for a constantly growing business where your ideas and contributions directly impact the company's success, direction and growth please apply.

Moira Physiotherapy is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment.

Please ensure that you include a CV and a cover letter in your application addressing the requirements of the role.

We are very excited to hear from you!

Closing date for applications is Friday 27th May at 1700 with interviews happening week commencing 6th June