

Helix House Natural Health Centre

Practice Manager

Helix House is a small, well-established, natural health practice based in Iffley Fields, Oxford. The practice aims to serve the Oxford community and beyond, through the provision of natural, whole-person based healthcare, offering Osteopathy, Traditional Chinese Injury Rehabilitation Therapy and Psychotherapy.

Job Overview

This role is part-time, supporting and implementing the Director's vision for the future development of Helix House, in line with the core values of the practice - providing the best care for our clients in a warm and welcoming environment, and upholding the trust they place in us. This role has three important and interdependent functions: customer relationship management, development and implementation of systems, and day-to-day operations.

The post-holder will be responsible for managing the practice's day-to-day operations and its client community. In addition, the post-holder will collaborate with the Director to grow the practice's client base and to review, develop and improve existing systems, responding to changes including those which have occurred during the current pandemic.

Reports to The Director, Yan-Chee Yu

Remuneration £16.50 per hour

Working Pattern 20 hours per week, with some flexibility in distribution of hours within the week and also between on-site/remote working, to be agreed

Training will be provided where necessary

Responsibilities and Duties

• **Customer Relationship Management**

- Providing exceptional client service
- Liaising between clients and healthcare practitioners
- Operating reception services and the appointments system
- Gathering and responding to client feedback
- Resolving client-care issues, including complaint handling
- Managing communications with our client community, including social media content
- Maintaining relationships with, and support for, our existing client community
- Identifying and building new client bases through outreach activities and practice promotion

• **Development and Implementation of Systems** in collaboration with the Director

- Developing protocols to aid delivery of optimal client care and administrative efficiency
- Proactively addressing issues to ensure smooth running of the practice
- Ensuring compliance with current legal and regulatory requirements
- Reviewing and refining financial record keeping systems
- Developing methods for tracking the practice's progress against current objectives
- Developing strategies for the use of the practice's website and social media channels

• **Day-to-Day Operations**

- Customer service in person, by phone and email
- Booking appointments and taking client payments
- Organising scheduling and use of treatment rooms
- Managing the client records system, including confidential data
- Handling daily financial operations, including reporting, reconciliations, billing and arrears collection
- Overseeing purchase, maintenance and stock control of clinical equipment and supplies
- Arranging the cleaning, maintenance and security of the practice building
- Updating documentation on practice systems and procedures
- Overseeing administration relating to healthcare practitioners, including recruitment and induction
- Managing contractors, assigning and delegating tasks as needed

Person Specification

Essential

- Committed to providing excellent client care
- Dedication and willingness to learn
- Self-motivated and able to take the initiative

- Exceptional interpersonal skills for liaising with clients, healthcare practitioners and the public
- Able to communicate with empathy, sensitivity and compassion
- Excellent written and verbal communication skills

- Solid problem-solving and analytical skills
- Able to plan strategically with awareness of future ramifications
- Excellent organisational skills and attention to detail

- Numerate
- High competence with MS Office software

Desirable

- Experience with
 - Business or financial administration
 - Working in a clinical or healthcare setting
 - Computer-based healthcare administration systems

- Marketing and social media skills