

## JOB DESCRIPTION

# Reception & Office Coordinator

### Introduction

This is a full time, office-based role, for a national independent Occupational Therapy Practice, within the centre of Hook, Hampshire. It requires an organised and engaging person with excellent communication and people skills.

This is a busy and varied role, suitable for an individual with a track record of autonomous decision making, excellent organisation and customer service skills. They will be expected to uphold a high level of professionalism and be a reliable authority with the business.

Reporting to the Practice Manager, the Reception & Office Coordinator will work alongside our current Receptionist / Administrator to provide professional reception and administrative support to the whole OT Practice team.

You will need to have a professional but friendly approach with a 'can do' attitude and be a competent problem solver. Handling and directing incoming calls in a professional way and maintaining the highest standard of customer service is the primary function of this role.

### Applications & enquiries

Applicants should submit a CV and covering letter to [careers@theotpractice.co.uk](mailto:careers@theotpractice.co.uk) or if you would like to discuss the role in more detail please call Sandra on 0330 0249910

## Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are client-focused and want to ensure our clients feel they are in safe hands
- We are driven and go the extra mile if that is what is needed to keep a client happy

## Details of the role

The Reception & Office Coordinator will support the Practice Manager to ensure the smooth running of the reception and therapist network administration functions, working collaboratively with the Receptionist/Office Administrator. The successful candidate will be responsible for:

### 1. General Reception:

- Answering, screening and directing incoming calls promptly and efficiently
- Training other members of staff on call answering and customer service best practice.
- Manage post, parcels and couriers
- Dealing with queries from clients or associates
- Meeting and greeting visitors to the office and managing meeting rooms
- Register visitors including administration of parking
- Coordinating the smooth running of the reception office, meeting rooms and kitchen, to ensure that all areas are tidy and the kitchen is well stocked at all times.
- Pro-actively support the Practice Manager in the day to day running of the office as required
- Assist with management of facilities as directed by the Practice Manager (eg. fire alarm testing, emergency light testing, checking stock etc)

### 2. Office administration:

- Provide administrative and clerical support to all teams as required
- Maintain telephone contact and car registration lists
- Coordinating desk plans, setting up new starter workstations and organising desk moves
- Coordinate support for workstation equipment with external IT service provider.
- Assist the Practice Manager with administration of the therapist network (onboarding new associates and ongoing registration management).
- Answer queries from new and existing associates regarding their registration
- To undertake ad-hoc projects or tasks as directed by the Practice Manager, such as administration and further development of the Supplier Directory, monitoring and following up prospects.
- Coordinating and/or doing research projects (eg creating prospect list, cleaning or enhancing databases, working with business development, working with therapist network)
- Provide administrative support to clinical teams when additional resource is needed.
- Assist the Practice Manager and Financial Controller with credit control tasks as required
- Photocopying, filing, collating documents
- Ensure office equipment is functional and oversee ordering of stationery as required
- Use of various IT systems and packages

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**Please note:** The responsibilities identified in this job description are not meant to be exclusive or exhaustive.

## Skills and qualifications

The following skills and qualifications will be required/desirable:

- Excellent written and verbal communication skills (phone manner is very important)
- Good standard of literacy and numeracy (at least GCSE Level B or equivalent)
- Competent with computers and online technology (tech savvy)

## Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be well organised, efficient and have a strong sense of responsibility. Important personal skills and attributes include:

- Caring, friendly and always willing to listen
- Courteous and efficient when dealing with people
- Professional personal appearance
- Act on own initiative and be self-motivated
- Ability to multi-task and work flexibly
- Strong attention to detail
- Excellent customer service skills
- Respect for confidentiality
- Flexible, reliable and helpful
- Have a 'can do', 'will do' attitude
- Personal pride in their work
- Willingness to learn new skills
- Ability to work collaboratively and as part of a wider team
- Able to remain calm, composed and professional under potentially stressful or confrontational situations
- Excellent telephone manner
- Excellent time management skills

## What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday plus bank holidays, and other company benefits.

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