**Receptionist / Team Administrator**

**Location:** Henley, with travel to Reading and Windsor clinics as required.

**Reporting to:** Admin Manager and Operations Manager

**About Us**

Physiolistic is a leading physiotherapy clinic with locations in Reading, Henley, and Windsor. We are committed to providing exceptional care and a supportive, professional environment for our patients and staff. We are seeking a highly organised and flexible Receptionist/Team Administrator to join our team.

**The Role**

This is a full-time position (up to 40 hours per week) requiring flexibility, as the role involves shift work, including evenings and weekends. You will be based primarily at our Henley clinic but must be a car driver to provide cover and training at our other locations.

As the first point of contact for our patients and a key support for our physiotherapists, you will play a crucial role in creating a positive and welcoming experience while ensuring the clinic runs smoothly.

**Key Responsibilities**

* **Patient & Clinic Administration:**
  + Schedule patient appointments in person, by phone, or via email using our practice management software, **JaneApp**.
  + Create and maintain patient records, ensuring all necessary information is entered into **JaneApp** for claims processing.
  + Assist the accounts manager with submitting invoices and managing insurance online portals.
  + Manage staff diaries, including availability, annual leave, and room allocations.
  + Assist with patient requests for MRIs, X-rays, and specialist referrals.
  + Liaise with insurance companies, clients, and physiotherapists as needed.
  + Manage patient complaints with the support of the clinical team lead and admin manager.
* **Support for Physiotherapists:**
  + Assisting physiotherapists when needed, ensuring their daily schedules and administrative needs are met.
  + Provide proactive support to ensure the physiotherapists' day runs smoothly, handling any issues that may arise.
  + Ensure online notes are kept up-to-date with the latest letters scanned promptly.
* **Reception & Facilities Management:**
  + Provide a warm and friendly welcome to all patients and handle all incoming calls promptly.
  + Ensure the reception area and waiting room are clean, tidy, and well-stocked with refreshments and marketing materials.
  + Monitor and supervise the clinic's facilities, including daily checks of all areas, managing laundry, and coordinating rubbish removal.
  + Oversee cleaners and ad-hoc maintenance, as well as weekly fire/intruder alarm tests.
* **General Duties:**
  + Maintain and update Standard Operating Procedures (SOPs) for all daily tasks.
  + Monitor stock levels and order supplies and equipment as needed.
  + Handle all departmental typing, scanning, and filing.
  + Use **Microsoft Teams** for internal communication and follow-up on tasks.
  + Run reports to ensure all patient charges are processed and consultations are completed.
  + Participate in weekly team meetings and quarterly performance appraisals.

**About You**

We are looking for a **"people person"** who enjoys working in a **busy, fast-paced environment**. You should have strong organizational skills, excellent communication abilities, and a customer-focused mindset.

* **Qualifications and Experience:**
  + GCSE or equivalent in Maths and English.
  + **IT competent with Apple products** and knowledge of **Word** and **Excel** is an advantage.
  + Ideally 1-2 years of office-based experience with a **proven record in front of house and teamwork**.
  + **Must be a car driver** to travel between clinics.
* **Key Skills:**
  + **Judgment:** You'll be in a position of trust and will need strong judgment skills to handle confidential information, communicate changes to appointments, and escalate business-impacting problems to management.
  + **Proactive:** You have the maturity to understand the limits of your knowledge and will seek guidance from the admin manager when needed.
  + **Communication:** You possess great communication skills and a high degree of empathy for our patients and staff.

**Health and Safety**

All staff are responsible for their own and others' health and safety, cooperating to maintain a safe working environment. You are expected to use all provided safety equipment and report any hazards to the admin or operations manager.