

Job Description: Operations Assistant

Job Title: Operations Assistant

Location: Alpha Physiotherapy, Martlesham Leisure, Gloster Road, Martlesham, IP5 3RJ

Reports To: Clinic Directors (Lyndsey and Jimmy Reynolds)

Mission of the Operations Assistant

We are a growing Physiotherapy clinic seeking a full-time Operations Assistant to play a vital role in supporting the smooth running of our operations. This diverse role will be part-time front-desk client care with the rest of the time completing operational tasks such as marketing and event coordination, with the aim of enhancing patient experience and supporting growth of the business.

Key Qualities We're Looking For:

- Experience in administrative and customer service roles, with the ability to excel in a fast-paced environment and manage multiple priorities with attention to detail.
- Confidence in speaking with clients both in-person and over the phone, with strong organisational skills and initiative to schedule priorities efficiently.
- If you are positive, adaptable, and committed to learning, we would love to welcome you to our team.

Key Responsibilities:

- Develop and nurture client relationships, converting inquiries and leads into bookings, and encouraging long-term engagement.
- Ensure satisfaction throughout the client journey.
- Support marketing initiatives to attract and retain clients, including developing creative campaigns and content for digital platforms.
- Plan and execute events that showcase the clinic's services, including workshops and community outreach events
- Follow up on potential opportunities from marketing efforts and events.
- Ensure smooth daily operations by managing schedules, client records, and administrative tasks.
- Assist with resource management, contributing to an efficient and professional clinic environment.

Skills and Qualifications:

- Customer Service & Communication: Excellent verbal and written communication skills; ability to handle conversations about cost and service value with confidence and empathy.
- Marketing Knowledge: Understanding of social media platforms, email marketing, and content creation. A willingness to learn content creation with support from management team.
- Organisational Skills: Ability to multitask and prioritise projects in a fast-paced environment.
- Technological Proficiency: Comfortable with Microsoft Office, social media platforms and basic content creation platforms such as Adobe express.

Personal Qualities:

- Proactive and Initiative-Driven: Able to identify areas for improvement and implement solutions without needing direction.
- Creative and Detail-Oriented: Enjoys content creation and pays close attention to detail.
- Adaptable: Thrives in a dynamic, growing environment and is open to taking on new challenges and learning new skills.
- Team Player: Works well with others, especially in a small business environment, and contributes positively to the clinic culture.

Compensation and Benefits:

Salary based on experience

Flexible working hours (will include two evenings a week and a Saturday morning)

Company pension scheme

Free parking onsite

How to Apply:

Interested candidates should apply via the clinic website (www.alpha-physio.co.uk/hiring)