

Front Desk Coordinator – Sales, Admin & Client Care Support

Job Title: Front Desk Coordinator

Reports to: Head of Operations

Location: Martlesham, Ipswich

Hours: 18-30 hours/week – to include Tuesday & Wednesday evenings and Saturday mornings

Salary: £24,000–£26,000 pro rata (depending on experience)

The Mission of the Front Desk Coordinator

To be a confident, welcoming, and organised first impression of our clinic - supporting clients from enquiry to recovery. You'll help us grow by converting new enquiries into bookings, guiding patients toward the right service, and ensuring every interaction reflects our exceptional standard of care.

You will work alongside our Client Care Specialist and clinical team to deliver smooth, professional, and sales-driven front desk operations. You'll play a key role in the clinic's growth by actively converting leads into paying patients and maintaining an exceptional standard of customer care. Success in this role will be measured by new enquiry conversions, diary efficiency, patient satisfaction, and your ability to influence revenue through confident service discussions.

If you want to:

- Make a real difference in people's recovery journey, from their very first enquiry
- Be the person who makes clients feel confident about booking and excited about attending
- Blend strong sales instincts with empathy and professionalism
- Work at a fast-paced clinic front desk where no two days are the same
- Be a central figure in a growing business where your contribution truly matters

Then you may be the person we're looking for.

Role Overview

This role combines customer care, sales, and admin excellence. You'll work collaboratively as part of our front desk team — supporting the flow of enquiries, assisting with bookings, welcoming patients, and ensuring all operational details are handled with care and professionalism.

You must be confident speaking about services and pricing, comfortable managing multiple enquiries at once, and thrive in a structured but fast-moving environment.

Responsibilities:

- Be the warm and professional first point of contact for patients
- Handle new enquiries (phone, email, WhatsApp, in-person) and convert them into bookings

- Speak confidently about our services, pricing, and packages to help people make informed decisions
- Follow up leads and nurture them towards becoming patients, and reactivate previous patients
- Manage diary changes, cancellations, and day-to-day front desk flow
- Collect payments and handle money conversations clearly and confidently
- Keep the clinic running efficiently: tidy, stocked, and client-ready
- Coordinate event/workshop bookings and assist with admin projects
- Support internal reporting, systems, and procedure documentation

Skills & Attributes:

- Confident, calm, and professional communicator - especially over the phone
- Comfortable talking about money and guiding people toward the right choice
- Natural ability to build rapport and read the needs of different clients
- Exceptionally organised, reliable, and process-driven
- Tech-savvy - able to pick up tools like Cliniko, Google Drive, CRM or social DMs
- Proactive, helpful, and solution-focused - you don't wait to be told
- Thrives in a fast-paced environment with multiple moving parts
- Respects the importance of detail, follow-up, and professionalism

Who We Are

Alpha Physiotherapy is an award-winning clinic in Suffolk helping people move with confidence and live without pain. We specialise in physiotherapy, sports injury rehab, Pilates and lifelong movement. We work with clients of all ages - from professional footballers to local families.

We're led by Lyndsey and Jimmy Reynolds, two respected clinicians committed to delivering outstanding care and running a business that puts people first — including our team.

Your Compensation & Benefits

- Competitive salary (£24–26k depending on experience and fit)
- 20 days paid holiday + bank holidays
- Pension scheme
- Part time – 25-30 hours, in-clinic
- Strong onboarding, mentorship and ongoing learning

How to Apply

Head to www.alpha-physio.co.uk/hiring and fill in your details using the link provided.