

## **Welcome to your Receptionist / Clinic Assistant Application Pack.**

Lushington Chiropractic is an award winning chiropractic clinic in Eastbourne town centre. This position has arisen to meet the needs of this growing business and one of our team members leaving due to a change in her career.

This application pack includes a full job advert (below), a job description telling you about the role, and a person specification giving you an indication of what we are looking for in a candidate.

The post has been advertised with a range of hours (20-35/Wk). Please give an indication on your application form how many hours you ideally prefer and if you have any restrictions to the days/times you can work. The clinic is open Saturday mornings, so please indicate if you have any preference about working on any/some Saturdays.

The \*pro rata salary is based on the equivalent of a full time 40Hr week.

Please print the application forms, complete them by hand and return to:

Lushington Chiropractic Ltd  
30 Lushington Road  
Eastbourne  
BN21 4LL

Deadline Friday 20<sup>th</sup> September.

Thank you,

Dr James Revell DC,LRCC,MSc(Chiro),BSc(Chiro),BSc(Biol)  
Doctor of Chiropractic & Clinic Principal

## Full Job Advert:

**Job Title:** Receptionist / Clinic Assistant  
£15,000 to £19,000 *pro rata*\*  
Job Share morning or afternoon shifts 20-35Hrs/week

Are you looking for a more varied and demanding role than the usual “receptionist” job?

Then we’d love you to join our small, enthusiastic chiropractic clinic, providing excellent customer care, as well support for practitioners. You need to be enthusiastic about health, helping people and being party of the local community.

This is a rare opportunity for a professional person who likes a challenging role where they can work as part of an enthusiastic and award winning team who are making a difference. You’ll need excellent, natural multitasking and customer management skills.

This is busy reception position, where excellent customer management skills are essential, with some PA type responsibilities too. For example, when not addressing reception duties (booking appointments, telephone enquires etc), you’ll need to telephone missed appointments or carry out office administration (filling, data entry etc) and from time to time be involved in open days and promotional events.

We are lucky to have an excellent team who enjoy their work and the rewards of working with the public. It’s an interesting and rewarding job.

We are looking for someone with excellent interpersonal and multitasking skills, who is able to manage their time effectively. This person **must** have 5 GCSE’s or equivalent (A-C, **must include English**), plenty of computer experience, excellent communication and multitasking skills.

Don’t worry no prior knowledge of chiropractic is needed. Necessary training will be provided. This is a front of house role. You will not be involved in anything in the treatment room.

### Hours:

Your hours will vary to fit with rest of your team. We usually alternate between the “am” and “pm” shifts, i.e. you’ll do one week of mornings then one week of afternoons. Please tell us in your application form if you would not be able to do any of the following shifts.

#### am shift

Mon: 8.15-2.00  
Tue: 8.15-2.00  
Wed: 8.15-2.00  
Thur: 8.15-2.00  
Fri: 8.15-2.00  
Sat: 8.15-2.00

#### pm shift

Mon: 1.45-6.45  
Tue: 1.45-7.15  
Wed: 1.15-6.45  
Thur: 1.45-7.30  
Fri: 1.45-6.45

**Closing date Friday 20<sup>th</sup> September.**

**Person specification for: Receptionist / Clinic Assistant**

**Responsible to:** Practice Owner

**Salary range:** £15,000 to £19,000 *pro rata*

**Working hours:** Job share, alternating am and pm shifts

**Qualifications required:**

**Must have:**

- 5 GCSE A-C grades (**must include English**) (or equivalent)
- Continued learning with further education e.g. college (desirable)
- Administration, secretarial or PA training (desirable)

**Experience required:**

- Computer skills
- Customer care & communication
- Administration or office experience
- Multitasking in busy environment
- Money handling
- Accurate data entry (desirable)
- Hotel / Hospitality (desirable)
- Sales (desirable)
- Held a position of responsibility (desirable)

**Training:**

- Customer Care & Communication training (desirable)
- Time management / multitasking training (desirable)
- Microsoft Word, Excel or Power Point training (desirable)

**Skills required:**

- Excellent telephone manner
- Excellent at multitasking between the phone and customers waiting whilst being personable and professional
- Effective time and task management
- Very organised but flexible
- Able to use initiative
- Thrives in a busy environment
- Confidence (desirable)
- Able to deal with difficult customers (desirable)

**Other:**

- 100% reliable, professional, trustworthy and honest
- Available to cover job share partner's leave
- Enthusiastic
- Car owner/driver (desirable)
- Local knowledge of Eastbourne (desirable)
- Positive and proactive attitude to work

Clinic Assistants will occasionally cover some of the Practice Administrators tasks when needed.

**Job Summary (Description of main purpose of job) for: Receptionist / Clinic Assistant**

The three main elements of this role are:

**1. Clinic Reception - Patient / Customer Care**

- Welcoming / managing patients
- Managing appointments and diaries
- Handling phone calls and cancellations etc
- Money handling
- Patient education (explaining about chiropractic) – *plenty of training given*
- Genuinely caring for patients
- Telephoning patients who miss appointments etc

**2. Administration/Office Work:**

- Accurate data basing of patient's details
- Filing
- Minute meetings
- Tidying and cleaning as required
- Ordering (stock / stationary)
- Scanning and archiving
- Occasional letter writing

**3. Sales and Marketing Activities**

- Raising the awareness of chiropractic, the clinic and its practitioners
- Visiting shops
- Assisting with events – preparation, attendance and organising
- Telephoning patients
- Helping with new initiatives

**Key Responsibilities**

- **To be responsible for the smooth running of front of house**
- To be responsible for delivering the highest of standards of customer care
- Managing appointment diaries and money handling
- Daily liaison with patients (inc. handling telephone enquiries, appointment bookings, checking the answer phone etc....)
- Maintaining up to date patient details
- To be responsible for front of house administration
- To be actively involved in the promotion of the clinic and chiropractic care
- Attend occasional weekend courses for training etc

NOTE: This description is not intended to establish a total definition of the job but an outline of the duties.

Lushington Chiropractic  
 30 Lushington Road,  
 Eastbourne, BN21 4LL

## APPLICATION FOR EMPLOYMENT

**Please Print and Complete by Hand**

Position applied for: .....

How did you hear about the vacancy? .....

### A. PERSONAL PARTICULARS

Full name: Mr/Ms/Mrs/Miss .....	
Address:	Telephone number:  Home: .....  Mobile: .....  Email: .....
N.I. number: .....	Do you need a work permit to take up employment in the U.K.?    Yes/No

### B. EDUCATION AND QUALIFICATIONS (DO NOT APPLY IF YOU DON'T HAVE 5 GCSEs A-C or equivalent)

Name(s) and address(es) of school(s)/college(s)	Dates from/to	Subject/courses studied & grades	Exam results (Certificates may be asked for)

Please continue on a separate sheet as necessary

### FURTHER AND HIGHER EDUCATION

Please give details of education since leaving school including training courses and details of qualifications.

Name(s) and address(es) of college(s)/university	Dates from/to	Subject/courses studied & grades	Exam results (Certificates may be asked for)

Please continue on a separate sheet as necessary

**C. EMPLOYMENT HISTORY**

Please list in the organisations you have worked for over the last 15 yrs. Start with your most recent position.

Name(s) and address(es) of employer(s) <b>AND</b> what your company(ies) actually did (e.g. Insurance Services etc)	Dates From / To		Position / main duties	Starting and leaving salary	Reason for leaving

Please continue on a separate sheet as necessary

**EXPERIENCE:** Please give details of any experience, skill or achievements you feel may be relevant (continue on a separate sheet if necessary).

Front of house skills & customer care experience:

Office management & administration experience:

What do you think is your main strength and why?

Do you have any sales, marketing or hospitality experience?

Give a specific example of working with people and / or in a busy environment?

Any other experience you wish to mention:

**D. SUPPLEMENTARY INFORMATION**

Why have you applied for this particular job?

The position is advertised as between 20 and 35 Hrs/ week. How many hours would you ideally prefer?

**Would you be able to cover Saturdays?** (*please circle one below*)

No not at all      Yes occasionally      Alternate weeks is fine by me      I'm happy with every Saturday

Please give specific details of any hours which you would **not** wish to work .....

Would you be willing and able to work occasional weekends to help with events or attend courses?      Yes / No

Dates of any holiday arranged: .....

How much notice are you required to give to leave your present employment? .....

Are you involved in anything that may limit your availability e.g. local government?      Yes / No

Are you subject to any restrictions/covenants that may restrict your working activities?      Yes / No

Do you have any spent/unspent criminal convictions as per Rehabilitation of Offenders Act 1974?\*

If **YES** to any of these please give as much detail as you like on a separate sheet.

If offered employment you will be required to complete a Medical Questionnaire. Are you prepared to undergo a medical examination before starting employment?\*

The position covers a broad salary bracket and will attract a wide range of applicants. Everyone starts at the lower end of the salary scale whilst they undergo initial training and induction. Please give an indication of the **pro rata** salary you wish to be considered for once the induction is complete: .....

(approximate calculation, hourly rate x 2000 = pro rata salary)

Why are you looking for a job?

Do you have a current full driving license? Yes/No      Do you have access to a car?      Yes / No

\*A copy of the Clinic's Equal Opportunities Policy is available on request.

**F. REFERENCES**

Give names and addresses of two referees who are not related to you, who we can approach for an assessment of your suitability for the job. Both should normally be previous employers.

Can we contact them before offering you the position?

Yes / No

Name, Position, Address and Telephone Number	Name, Position, Address and Telephone Number

**DECLARATION OF APPLICANT**

I understand that because the role may involve working in an environment with children and vulnerable adults that I will need to undergo a CRB check if I am offered the position.

I confirm the above information is complete and accurate. I understand any false information or deliberate omissions will disqualify me from employment or render me liable for summary dismissal.

I consent to the Clinic using and keeping information I have provided on this application or elsewhere as part of the recruitment process and personal information supplied by third parties such as referees, relating to my application or future employment. I understand the information provided will be used to make a decision regarding my suitability for employment and if successful the information will be used to form my personnel record and will be retained for the duration of my employment. If I am not successful, I understand that the Clinic will retain the information in compliance with the Data Protection Act 1998, for 6 months or as deemed necessary and that the Clinic may contact me in the event of there being any other vacancies for which I am suitable.

Signed ..... Dated .....