

## Job Description

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Job Title	<b>Part-time Office Manager &amp; Business Developer</b>
Reports to:	Managing Director of Brighton & Hove Therapies
Location:	1 The Offices, 10 Fleet Street, Brighton BN1 4ZE
Hours of work:	12 – 6pm Mon –Friday
Salary:	£20k pro-rata (+ Commission)

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### **PURPOSE OF JOB:**

Responsible for the day-to-day front of house operations of Brighton & Hove Therapies. Maintaining a professional, peaceful and clean environment to welcome customers and acting as point of contact for self-employed therapists, visitors and customers. Providing flexible support to the Managing Director in the efficient running of Brighton and Hove Therapies and also the 'Healthy Business Hub' – a thriving community network of local entrepreneurs and business owners which meets 6 times per year.

Completing administrative and reception tasks including responding to queries, keeping up-to-date confidential records and using a wide range of systems and software. Maintaining positive working relationships with therapists and understanding their services. Responsible for regular online marketing activities, promoting the business and proactively pursuing opportunities for growing and developing the business including co-ordinating events.

### **KEY RESPONSIBILITIES:**

- **Front of house/Reception:** Opening and closing the premises. Responding to incoming calls and taking ownership for following up on any actions. Maintaining a calm, professional environment to enhance the customer's therapeutic experience. Looking after facilities and equipment within the reception, kitchen and bathroom area including replenishing supplies, cleaning as needed and taking appropriate action to resolve any issues with facilities.

Welcoming and acknowledging pre-booked and walk-in customers on arrival. Handling a broad range of queries and requests relating to the local area, services provided, availability and rates.

- **Administration:** Generating efficient and informed responses to incoming emails and enquiries. Creating correspondence as required, handling post and deliveries, maintaining records and systems and ordering reception supplies.
- **Online Marketing:** Researching, creating and posting relevant industry information throughout the week to maintain an engaged community of followers on FaceBook and other social media platforms including Instagram. Sharing health practitioners' blogs and being involved in industry related online conversations. Sourcing relevant images to support posts.
- **Sales and business development:** Proactively driving and achieving an increase in revenue. Promoting and pitching the business to potential new therapists. Assisting the MD in all aspects of interviewing and selecting new therapists.

Upselling - recognising and maximising appropriate opportunities to promote other Therapists' services to customers.

Sourcing companies seeking workshop space and promoting our premises and services.

Attending any relevant industry networking events and following up actions arising.

- **Events:** Playing an active role in the organisation and promotion of 'Healthy Business Hub' events including sourcing speakers and contributors. Working evenings 6 times a year to assist in these events.
- **Communication and liaison:** Extensive liaison with therapists including communicating the arrival of their client. Relaying information to the therapists to keep them informed of any changes, new therapists joining, issues or events. Following up on any enquiries. Welcoming new therapists, explaining processes, providing handbook and introducing them to their colleagues. Acting as first point of contact for resolving any issues or queries presented by therapists.

Communicating to each customer, putting them at ease through offering a friendly, professional and caring approach. Handling information in a sensitive, caring and confidential manner. Representing Brighton & Hove Therapies in a professional image at all times.

Liaising with suppliers and providers of specialist support services to the business and maintaining positive working relationships.

- **Records and Systems:** Use of systems for record keeping, bookings and marketing activities including; MindBody, Trello, Wordpress, MailChimp, Xero, Gmail, MS Word and Excel, Dropbox, Survey Monkey, Zoom, Acuity, Buffer, Capsule, Facebook, Twitter, Instagram and LinkedIn.
- **Enquiries / problem solving:** Handling any issues including complaints or concerns in a diplomatic and professional manner. Anticipating any issues in advance such as double bookings and using initiative to resolve.
- **Finance:** Handling card payments. Selling gift vouchers. End of month invoicing in Xero, calculating and involving therapist's additional hours. Managing petty cash.
- **Compliance:** Ensuring confidentiality and compliance with GDPR regulations. Adhering to health and safety policies. Recognising and taking appropriate action in response to risk.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required. Please note that Brighton and Hove Therapies reserves the right to update your job description from time to time to reflect changes. You will be consulted about any proposed changes.