

## Person Specification

Role: Part-time Office Manager & Business Developer

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### Essential Experience

- Extensive experience working in an office/reception environment.
- Office administration experience.
- Customer service experience.
- Sales / marketing / business development experience.
- Fully competent in social media marketing and the use of MS Office.

### Essential Skills

1. Superb customer service skills. Able to put customers at ease, anticipate and respond to their needs, handle any issues/queries, create a friendly atmosphere and make customers feel welcomed and valued.
2. Excellent communication skills in writing and verbally. Able to communicate confidently by telephone, email and in person with a wide range of people.
3. Fluent in written and spoken English.
4. Strong interpersonal skills, able to work productively and effectively with therapists and build positive working relationships with a small, busy team.
5. Effective time management. Able to prioritise work, multi-task and consistently complete work to deadlines.
6. Attention to detail and ability to produce accurate work.
7. Initiative and self-motivation. Able to work with minimal supervision, have a proactive, positive approach.
8. Willingness and aptitude to learn systems and software. Good, confident IT skills including the effective use of MS Office software particularly Word.
9. Good general health, able to complete light cleaning, light lifting and moving.

### Desirable

- An interest in health, wellbeing and therapeutic care.
- Creative writing skills.
- Experience of organising events.