



Senior Administrator / Clinic Coordinator Vacancy

20 hours per week (potential to increase hours)

£15,600-£18,720

(£29,250-£35,100 FTE)

At Surrey Foot Service we solve foot pain to keep our patients active. We want you to share in our ethos and goals, fit seamlessly into our team, be excited about joining us on the next part of our journey, and of course have fun!

We offer a fantastic range of treatments in practice including nail surgery, musculoskeletal assessment (including video and 3D gait analysis on treadmill), bespoke orthoses, Swift verruca therapy, verruca cryotherapy, verruca needling, ultrasound imaging, steroid injections, toenail reconstruction, diabetic foot assessments, plus all the other regular podiatry day to day stuff.

We have an amazing reception team, and are looking for someone to lead this team and manage the day-to-day running of the clinic. This is an administration-based role with some time working from home, and some days required in the clinic. You must be a self-starter, have great problem-solving skills, and most importantly be able to work as part of a team.

If you think this role is for you please send a CV with a covering letter (no more than 500 words) to fiona@surreyfootservice.co.uk. You can also contact Fiona for a chat on 07896 556545.

We look forward to getting to know you soon!

Fiona & the team at Surrey Foot Service



Reports To: Practice Owner - Fiona Kumar

Manages: 3 x Reception Staff

Location: Surrey Foot Service Limited with some home working

Hours: 20 hours per week, to include at least 12 hours in the clinic

About Surrey Foot Service:

Surrey Foot Service is a thriving and growing practice with three clinical treatment rooms, and a gait analysis area. We have four exceptional podiatrists supported by a great administration team all who seek to provide the best service possible. We value team culture and ethos highly and incorporate the whole team in decision-making for the practice. We love to have fun and socialise outside of work hours where possible. If you think this would work for you, then keep reading!

The role:

This role will oversee and coordinate the administrative aspects of the practice.

You will be expected to ensure the smooth daily running of the practice. This will include overseeing day-to-day practice operations, managing the administrative team, supporting the clinical team, the management of supplies and stock, as well as other roles the business will require for operational management. Your role will be critical in maintaining and developing our high quality service and work closely with the Director and other team members. There is potential for this role to increase in hours and responsibility for the right person.

You are a highly motivated, enthusiastic and friendly individual with excellent communication skills. You will be quick-minded, with an ability to think under pressure, and be able to work autonomously.

You will have a proven track record of motivating and leading staff. You will have the ability to lead and manage change, working collaboratively, and thrive on challenges in a changing environment.

Essential skills include: Excellent literacy skills, good numeracy skills, IT literacy (specifically practice management software, Microsoft 365, google drive), organisational and communication skills. Must have the ability to prioritise tasks and adapt accordingly.



Duties & Responsibilities include:

General Administration

- Manage and coordinate day to day operations for Surrey Foot Service
- Maintain a clean and safe reception space and communal areas
- Provide cover for reception where required
- Meet and greet patients and other practice visitors in person
- Book appointments for patients in person, by telephone, or email
- Answer incoming phone calls queries and forward where required
- Manage and order stock for both clinical and office supplies
- Manage and respond to team member and external party emails
- Oversee external correspondence
- Create good links with suppliers

Human Resources

- Develop and maintain documents for recruitment, induction and performance reviews
- Manage timesheets, annual leave and sick leave, ensuring relevant records are maintained

Team Management

- Facilitate practice culture
- Recruit, induct and mentor admin team members
- Undertake admin team monthly 1:1 meetings and annual appraisals
- Schedule and facilitate monthly full team meetings
- Develop and implement effective communication systems
- Manage annual leave and sick leave to ensure both administrative and clinical functions are maintained
- Manage admin team rotas and provide ad-hoc cover where a receptionist is not available
- Provide support for the clinical team

Accounts Management

- Manage accounts payable and accounts receivable
- Send and track invoices and follow debt recovery process
- Manage insurance claims
- Ensure fee information is correct and updated as necessary across all platforms



Practice Operations

- Oversee daily practice operations, including appointment scheduling, billing procedures, debt collection, cleaning, security and health & safety
- Ensure health & safety processes and procedures are in place and up to date
- Ensure all staff have appropriate access to records and systems as required
- Be responsible for diary and patient management – check for cancellations, appointments confirmations, efficiency of patient appointments
- Monitor and respond to patient comments and online reviews
- Manage patient complaints

Practice Systems

- Develop and implement organisation systems to maximise productivity in the workplace
- Manage and maintain insole ordering system in order to maximise efficiency
- Ensure patient management system is kept up to date without duplication of information
- Provide a central point of coordination, support, knowledge and information systems for the team
- Maintain appropriate confidentiality of all records
- Ensure all legal and regulatory requirements for record and data management are complied with
- Ensure the whole team understand their data protection responsibilities
- Undertake continuous review and improvement of the operating environment of the practice and its systems
- Ensure all practice documentation is kept up to date and that all documentation has review dates
- Where necessary, seek the appropriate support from clinical staff in redeveloping documentation

Marketing / Social Media

- Contribute to and manage marketing projects in conjunction with the Director and rest of the team
- Manage updates to the practice website
- Manage social media collation of videos and pictures to be supplied to external agency on a weekly basis