

**PRACTICE ASSISTANT ROLE DESCRIPTION & PERSON SPECIFICATION**

**Job Purpose:**

The Practice Coordinator is responsible for ensuring the smooth and efficient running of RHCP Ltd. They will provide administrative support to the Directors, manage daily operations, and act as the central point of contact for therapists, clients, and external partners.

**Key Responsibilities:**

1. **Client & Visitor Management:**
   * Answer phone calls professionally and take appropriate messages.
   * Greet and direct visitors and clients with a welcoming and professional manner.
2. **Administrative Support:**
   * Manage electronic and hard copy filing systems.
   * Handle requests for information and data.
   * Draft and prepare documents including correspondence, reports, and emails.
   * Organise and distribute incoming and outgoing correspondence.
   * Regular audits of systems and services
   * Ordering supplies
   * Invoicing and general book-keeping
3. **Operational Coordination:**
   * Act as the central point of contact for all team communication.
   * Oversee the day to day running of the practice.
   * Maintain office supply inventories and coordinate the maintenance of office equipment.
   * Liaise with contractors regarding practice maintenance and general issues.
   * Health and safety checks
4. **Meetings & Record-Keeping:**
   * Schedule meetings, prepare agendas, and take minutes.
   * Maintain accurate records involved in the day-to-day running of the practice.
5. **Marketing & Communications:**
   * Assist with marketing strategies and projects.
   * Support the promotion of RHCP Ltd through appropriate communication channels.
6. **Therapist Support:**
   * Communicate effectively with the therapist team regarding scheduling, updates, and practice matters.
   * Provide administrative support for therapists as required.

**Person Specification:**

**Essential Criteria:**

* Previous experience in an administrative or coordinator role.
* Strong organisational skills and attention to detail.
* Excellent verbal and written communication skills.
* Ability to multitask and work efficiently under pressure.
* Proficient in Microsoft Office (Word, Excel, Outlook) and general IT literacy.
* Professional and empathetic approach when dealing with clients.
* Ability to work independently and take initiative.

**Desirable Criteria:**

* Experience working in a healthcare, therapy, or counselling setting.
* Knowledge of basic marketing strategies.
* Familiarity with GDPR and confidentiality regulations.
* Administration or business training

This role offers an exciting opportunity to be a key part of a professional psychotherapy practice, ensuring smooth daily operations while supporting clients and therapists in a welcoming and efficient environment