



## Job Description

### Basic information

<b>Job title</b>	Front of House
<b>Department/location</b>	Clinics, London
<b>Reports to</b>	Operations Manager
<b>Salary range</b>	Living Wage
<b>Hours of work</b>	40 hours per week
<b>Role summary</b>	
Our Front of House staff are responsible for the entire client experience. From telephone enquiries and booking management to welcoming clients to the store, putting them at ease and as support to the medical team, being responsible for stock count and on site cash management.	

### Primary responsibilities

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Providing a friendly and professional service to all clients</li> </ul>
	<ul style="list-style-type: none"> <li>• Diary management, ensuring maximum occupancy efficiency</li> </ul>
	<ul style="list-style-type: none"> <li>• Answering to clients' queries face-to-face, by phone and via email</li> </ul>
	<ul style="list-style-type: none"> <li>• Encourage Google reviews and maximise client retention by providing a first-class experience</li> </ul>
	<ul style="list-style-type: none"> <li>• Explain the services and offers to clients</li> </ul>
	<ul style="list-style-type: none"> <li>• Utilise exceptional customer service skills to upsell products and services</li> </ul>
	<ul style="list-style-type: none"> <li>• Assisting the clinical team as required</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Sharing responsibility and ownership of the clinic's targets and KPIs with the nurses and working collectively to achieve those numbers</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensuring the clinic is always neat and tidy</li> </ul>
	<ul style="list-style-type: none"> <li>• Taking payments, keeping track of the clinic's cash level, depositing at bank and managing petty cash on site</li> </ul>
	<ul style="list-style-type: none"> <li>• Managing stock levels and ensuring variance remains within set parameters</li> </ul>
	<ul style="list-style-type: none"> <li>• General administrative duties</li> </ul>



## Person Specification

		Essential	Desirable
<b>Skills and qualifications:</b>	Exceptional customer service skills	✓	
	Thriving in a fast-paced and sometimes stressful environment	✓	
	Excellent communication skills, both verbal and written	✓	
	IT literate	✓	
<b>Experience:</b>	Retail sales experience	✓	
	Experience working in a clinical setting	✓	
	Experience of computerised diary booking systems	✓	
	Experience of working with a collaborative team	✓	
<b>Qualities and attitude:</b>	Team player	✓	
	Can do attitude	✓	
	Positive and motivated	✓	
	Energetic	✓	
	Ability to remain calm under pressure	✓	
	Efficient and organised	✓	
<b>Product knowledge:</b>	Knowledge of the Vitamins industry		✓
<b>Cultural</b>	Entrepreneurial flair and drive	✓	
	Team player/'can do' attitude	✓	
	Open and honest in approach	✓	

### Approved by:

<b>Name</b>	Dan Sirigu	<b>Signature</b>	Dan Sirigu	<b>Date</b>	19/03/21
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**Note:** this job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder would be expected to participate in this process and we would aim to reach agreement on any changes.