Clinical Services Administrator

Hours: 22.5 hours per week, job-share
Contract: Permanent
Salary: £16,380 pro-rata (£27,300 FTE)
Annual leave: 20 days per annum + 8 bank holidays, pro rata to contracted hours (126 hours).
Reports to: Business Development and Operations Manager
Location: Ham Green House, Chapel Pill Lane, Pill, Bristol, BS20 0HH
Working pattern: Job-share, both post holders are required to work on Mondays, remaining working days to be agreed to ensure appropriate administrative cover across the working week.

Overview

The National Centre for Integrative Medicine (NCIM) is a not-for-profit social enterprise with a vision to support the transformation of healthcare to a broader Integrative Medicine (IM) model that combines conventional, lifestyle and holistic approaches to improve health and wellbeing, for clinicians, clients, and communities.

NCIM has four pillars of delivery:

- **Wellbeing**: Consultations and courses with our Integrative Clinical team, online and in-person
- **Education**: IM qualifications and CPD for healthcare professionals
- **Community**: Creating social impact through funded workshops and patient bursaries
- **Membership**: Transforming healthcare together through our NCIM Membership

Our wellbeing and community services support access to a wide range of integrative healthcare approaches with a multidisciplinary Integrative Clinical team. Fundraising activities and partnerships with like-minded charities means we can offer patient bursaries and free-to-access courses (dependent on funding available).

Education is also a key part of NCIM's mission to create change. As an accredited teaching centre, we deliver a range of education programmes for healthcare professionals, including a 2-3 year master's Level 7 Diploma in Integrative Healthcare, 1-day Integrative Healthcare Forums, Student Choice Placements with medical undergraduates, and Foundation and Advanced Training in Medical Homeopathy.

The NCIM Academy now offers short CPD accredited courses in Integrative Healthcare, for healthcare providers who want access to affordable, high-quality, accredited courses with experts in their field.

Job Purpose

The Clinical Services Administrator provides administrative and coordination support to help ensure the effective, efficient and compassionate delivery of NCIM's clinical services.

The post holder is a key point of contact for patients, service users, clinicians and colleagues. Through their communication and organisation, they help ensure that people contacting NCIM receive a welcoming, professional and responsive service.

Reporting to the Business Development and Operations Manager, the post holder works closely with the Integrative Clinical Team, Associate Therapist, Programme Leads, and wider NCIM team (Finance, Marketing), to coordinate consultations, group wellbeing services and associated clinical administration.

The role requires strong organisational skills, confidence communicating by telephone, email and in person, attention to detail, and the ability to manage competing priorities while maintaining a high standard of service.

Key Responsibilities

Patient and Customer Service

- Act as a first point of contact for patient and service user enquiries by telephone, email and in person.
- Provide a warm, professional and responsive service, helping patients feel welcomed, supported and informed.
- Communicate confidently and appropriately with patients, clinicians, colleagues and external contacts.
- Take ownership of enquiries and follow them through to resolution wherever possible, seeking guidance or escalating issues when appropriate.
- Respond to enquiries in a timely manner and ensure that outstanding matters are followed up.
- Respond to patient concerns and complaints professionally, resolving routine administrative issues where appropriate and escalating complaints to the BDOM and/or Clinical Lead, as appropriate, in accordance with NCIM's Complaints Policy.

Clinical Services Administration and Operational Support

- Coordinate and administer in-person and online consultations, including appointments, changes and cancellations.
- Use NCIM's Patient Management System to maintain accurate patient records and appointment information.
- Prepare clinical documentation and support the administration of prescriptions in accordance with NCIM procedures.
- Support the on-boarding of clinical team and associate therapists, particularly introductions to Patient Management System and processes.
- Support Business Development and Operations Manager (BDOM) with keeping Clinician and Associate Therapists paperwork up-to-date
- Maintain accurate records of clinical activity, including appointment numbers and patient enquiries, and provide this information to the BDOM and CEO to support Board reporting.
- Co-ordinate Clinical Team Meetings, Multi-Disciplinary Team Meetings and team training (zoom booking, minutes, circulate actions).
- Support the Clinical Lead and Clinical Co-Lead with team communications and coordinate updates to policies and procedures, with support from the Business Development and Operations Manager.
- Support the health and safety checks of the NCIM offices/clinical services space.

- Ensure treatment rooms and relevant resources are prepared for clinical appointments and associate therapists.
- Provide administrative support to clinicians to facilitate the smooth running of clinical services.
- Work with marketing team to ensure website pages for clinical services is kept up-to-date, as well as patient leaflets.
- Handle patient information confidentially and in accordance with NCIM's information governance requirements.

Wellbeing Programmes and Patient Support

- Administer bookings for group wellbeing programmes, courses, and community workshops.
- Respond to participant enquiries and provide relevant information before and during programmes.
- Support patient feedback, evaluation and service improvement processes.
- Administer patient bursary enquiries and applications in accordance with NCIM's processes.

Finance and General Administration

- Take card payments, raise invoices and support the monitoring, receipt and follow-up of payments using Xero and other relevant systems.
- Maintain accurate administrative records, databases and spreadsheets.
- Support the effective running of NCIM's office and clinical administration systems.
- Undertake other appropriate administrative duties to support the effective operation of NCIM.

Teamwork and Continuous Improvement

- Work collaboratively with colleagues across NCIM, sharing information and providing support where appropriate.
- Identify and communicate opportunities to improve administrative processes and the patient experience.
- Take responsibility for completing tasks accurately and within agreed timescales.
- Undertake other duties appropriate to the level and purpose of the role, in response to organisational needs.
- Support NCIM's Wellbeing policy to create a culture within the service that is evidence by high standards as well as openness and transparency, within a supportive environment

Working Arrangements

This is a job-share role, with each post holder working 22.5 hours per week across three days. Both post holders are required to work on Mondays to support handover, team meetings, shared planning and continuity of service. The remaining two working days for each post holder will be agreed with the Business Development and Operations Manager (BDOM) to ensure appropriate administrative cover across the working week.

The role is based at Ham Green House, Pill, and requires regular on-site attendance. Occasional home working may be possible where clinic schedules and service requirements allow.

Additional Requirements

The post holder is expected to:

- Maintain patient confidentiality and comply with NCIM's data protection and information governance policies.
- Complete required information governance, safeguarding and other relevant training.
- Follow NCIM's policies and procedures and seek advice when a matter falls outside their responsibilities.
- Contribute to a respectful, collaborative and supportive working environment.

Benefits

- Workplace pension.
- 20% discount on NCIM services, 10% discount for close relatives.
- Free on-site parking.
- Opportunities to develop understanding of integrative healthcare and grow administrative and professional skills.

Whilst the purpose of this role should remain constant, the duties and responsibilities may vary according to the needs of the organisation. The job holder should therefore retain a flexible approach to the duties and responsibilities and be prepared to undertake such tasks as may be required.

Person Specification

Key Area	Essential	Desirable
Qualifications and Experience	• Degree-level qualification or equivalent knowledge, skills and experience gained through relevant employment or professional qualifications. • Experience of working in an administrative role. • Experience working in a healthcare, wellbeing, customer service or other patient-facing environment. • Experience delivering excellent customer service and responding to enquiries professionally. • Experience supporting online services, consultations or meetings using platforms such as Zoom.	• Experience using Xero or similar finance systems.
Skills and Knowledge	• Excellent verbal and written communication skills. • Confident and professional communicating by telephone, email and in person. • Ability to build positive relationships with patients, clinicians and colleagues. • Strong organisational skills with the ability to prioritise and manage competing demands. • Excellent attention to detail and ability to work accurately while managing deadlines. • Good IT skills, including Microsoft Outlook, Word and Excel • Ability to learn new systems and processes quickly. • Ability to take ownership of queries and follow them through to resolution. • Understanding of confidentiality, data protection, safeguarding and information governance	• Understanding of small business operations • Awareness and understanding of social enterprise • Understanding and Interest of Integrative Healthcare / Medicine • Demonstrates commitment to NCIM's values and approach to personalised, evidence-informed healthcare.
Personal Attributes	• Warm, approachable and compassionate manner. • Takes pride in providing a welcoming, responsive and professional service. • Proactive, reliable and able to use initiative appropriately. • Calm and organised when managing multiple priorities. • Able to work collaboratively as part of a small team.	