core clapton

Job Title: **Office Manager**

Reporting to: Operations Manager | Director

Working closely with: Admin Team, Clinical Team and Venue Manager

Hours: Part-time (0.8 FTE, approx. 30 hrs per week) (flexible, occasional weekends where needed)

Salary: £32,000-£36,000 pro-rata

Leave: 25 days pro-rata

About Core Clapton

Core Clapton is a registered charity working to bring health, happiness and movement to the whole community. We provide accessible osteopathy and other health and wellbeing services, with a particular commitment to people who may otherwise struggle to access care. Alongside clinical services, we support learning, service evaluation and research aimed at improving care for people living with persistent pain.

Description of the role

We are looking for a highly organised and self-motivated person to become our new office manager to help drive our charitable clinic forward in its aims to promote osteopathy, deliver affordable healthcare and research drug-free treatments for chronic pain.

The Office Manager is responsible for the efficient day-to-day administration of Core Clapton, with particular responsibility for supporting the smooth operation of the charity's healthcare clinics. The postholder coordinates office and clinic administration, patient and practitioner administration, organisational systems, records, communications and routine data reporting, helping ensure that our administrative infrastructure is accurate, organised and responsive.

The postholder will also support clinical audit, service evaluation and research through accurate administration and data preparation. This includes extracting, cleaning, collating and presenting information from our clinical systems using agreed templates.

The above is a summary of main duties only, other duties may be required to be fulfilled to meet the changing nature of this role.

Principal Duties/Tasks and responsibilities

1. Office and Clinical Administration

- Manage the day-to-day administrative systems that support Core Clapton and its clinic, helping ensure efficient office processes and a positive patient and practitioner experience.

- Act as a key administrative point of contact for patients, practitioners and colleagues, responding to telephone, email and in-person enquiries and escalating clinical, management or complex concerns appropriately.
- Maintain accurate administrative records, patient databases and organisational documentation in accordance with our procedures, confidentiality requirements and agreed information-governance processes.
- Maintain and implement agreed office and clinic administrative procedures, systems and handbooks, referring material policy or process changes to the appropriate senior manager for approval.
- Administer practitioner diaries, appointments, room use and routine cover arrangements, escalating unresolved staffing, capacity or clinical-service issues to the appropriate manager.
- Communicate agreed administrative and operational process changes to practitioners and colleagues.
- Coordinate routine office and clinic supplies, equipment and purchasing within agreed budgets, and help ensure office and clinic spaces are appropriately maintained and presented.
- Ensure both the Clapton site and the satellite clinic room at Yonder Climbing Centre in Walthamstow are well stocked and meet the standards determined by the Operations Manager.
- Provide administrative and logistical support for meetings, community activities, training, CPD and other organisational activities where required.

2. Administrative coordination and practitioner support

- Coordinate day-to-day administrative workflow, helping organise routine priorities and ensure essential office and clinic administration is completed.
- Maintain staff and practitioner administrative documentation, including contracts, professional registration, insurance and other required records, and flag missing or expiring information to the appropriate manager or Clinical Lead.
- Maintain leave and absence records and administer routine diary or cover changes. Approval of leave and formal management of sickness absence remain with the relevant line manager.
- Support recruitment processes by arranging interviews, preparing documentation and coordinating communications with candidates.
- Coordinate onboarding and induction administration for new staff, associates and practitioners, working with the Operations Manager and Clinical Lead to ensure required organisational and clinical elements are completed.
- Identify administrative, operational, conduct or performance concerns and escalate them promptly to the appropriate manager.
- Support effective communication and information flow between practitioners, colleagues, the Clinical Lead, Operations Manager and Director.

3. Data, audit and evaluation administration

- Support the completeness and accuracy of routine activity and outcome data held within our clinical and administrative systems, following agreed data-quality processes.
- Extract, clean and collate data on patient activity, demographics, service utilisation, patient-reported outcome measures (PROMs) and other agreed indicators.
- Prepare routine data summaries, spreadsheets and dashboards using agreed templates for review and analysis by the Director, Clinical Lead and senior team.

- Provide administrative and data-preparation support for clinical audits and service evaluations, ensuring required data are available, complete and presented in a usable format.
- Provide practitioners and managers with agreed routine activity and outcome data using established formats.
- Coordinate the collection and administration of patient satisfaction, feedback and review data. Log and acknowledge complaints where appropriate and refer complaints, safeguarding concerns and significant clinical issues to the responsible manager or Clinical Lead.
- Provide administrative and data-preparation support for CORE research and evaluation projects where required.
- Support data quality checks and follow agreed information governance and confidentiality procedures.

4. Training, mentorship and meeting administration

- Provide administrative and logistical coordination for our postgraduate mentorship programme, training activities and relevant meetings.
- Ensure mentee and mentor communications, schedules, documentation and feedback processes are organised effectively.
- Collate feedback from mentors and mentees and provide summaries to the Clinical Lead or Director for review and evaluation.
- Support the administration of CPD lectures, conferences and training days where required.

5. General office responsibilities

- Attend relevant team and clinic meetings and provide administrative updates and information from our systems.
- Work collaboratively across CORE and contribute to continuous improvement of office administration, clinic administration and patient experience.
- Demonstrate an understanding of and commitment to equality, diversity and inclusion.
- Observe the Core Clapton Code of Conduct, Staff Handbook and organisational policies.
- Undertake other duties consistent with the nature and grade of the post.

Person specification

Essential

- Previous experience in office management, administration or service coordination, ideally within a healthcare, charity, community or wellbeing environment.
- Excellent organisation and administrative skills, with the ability to prioritise and work independently in a busy environment.
- Confident use of databases, practice-management systems and standard office software, including spreadsheets.
- Experience extracting, checking, collating and presenting data accurately.
- Comfort working with numerical information and producing routine summaries using agreed templates.

- Excellent written and verbal communication and a professional, compassionate approach to patients and colleagues.
- Ability to coordinate administrative activity, communicate priorities and follow up agreed actions while working within clearly defined management responsibilities.
- Understanding of confidentiality and data protection, with an appreciation of the importance of accurate records in a healthcare environment.
- Ability to identify problems, exercise appropriate judgement and escalate clinical, staffing, HR or operational concerns to the correct person.
- Strong attention to detail, reliability and ability to work collaboratively across different functions.
- Commitment to Core Clapton's charitable purpose and to equality, diversity and inclusion.
- Occasional weekend availability where required.

Desirable

- Experience using a healthcare or wellness practice-management system.
- Experience working with patient-reported outcome measures (PROMs), clinical activity data, audit data or service evaluation.
- Experience in osteopathy, allied health, community health or another wellbeing setting.
- Experience coordinating administrative workflow or supporting colleagues to meet day-to-day priorities.
- Experience supporting recruitment, onboarding, training, mentorship or CPD administration.
- Interest in how osteopathy interfaces with NHS and community services.

About you

We are looking for someone who shares our values and believes in our mission. You will be organised, dependable and comfortable taking ownership of office and clinic administration while knowing when an issue requires clinical or management input. You will enjoy working with patients, practitioners and colleagues, be confident handling systems and routine data, and take pride in making the organisation run smoothly.

Contact us

Please send your CV and covering letter to info@coreclapton.org outlining why you are keen to work with Core Clapton and why you would make an excellent addition to the team.