



## MILLER'S WAY PROJECT CENTRE MANAGER - JOB DESCRIPTION

### **Business Overview**

Miller's Way the 'human health project' is located in an old Tabernacle hall in Shepherd's Bush, W6. Set over two floors, we operate a busy, multi-faceted therapy clinic on the first floor and a training/studio space on the ground floor. Our aim is twofold:

- To offer Classical Chinese medicine (and other traditional modalities) of the highest quality, practiced expertly by committed therapists who are dedicated to improving their own knowledge and skills, as well as working together in a truly collaborative manner to ensure the best outcomes for their clients.
- To work to educate more people about their bodies, and to create an environment where people are empowered with information that allows them to take control of their health.

To achieve this, we strive to provide a clinic which puts each patient at the forefront of every interaction, ensuring their specific needs are understood and met at every visit. Continuing this aspect of our commitment to care, our mission also entails ensuring that a portion of our earnings will always be dedicated to charity work so that those less financially fortunate can also have access to treatment.

Every aspect of the clinic must make a client or potential client trust that the clinic will support them in their health journey. Ideally, we would like the two floors of treatment and training to be mutually supportive, such that successfully treated patients are motivated to make use of classes and training downstairs, and class/workshop participants are aware of the wealth of therapies and treatments available upstairs should they encounter health issues.

### **Position Overview**

MWP is seeking an organized, efficient, and proactive Centre Manager to oversee the smooth operation of our clinic and studio space and help us work towards fulfilling our core aims.

The Centre Manager will have a wide range of responsibilities including:

- Administrative Management
- First line Patient contact and support
- Centre Organization and Maintenance
- Financial Management including invoicing and pay (not accounting)



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- Marketing and Business Development

The ideal candidate will be passionate about health and wellness, have excellent organizational and communication skills, and be able to work effectively - remotely and in person - in a service-oriented environment with a high-degree of professionalism.

We envisage that while the core administrative and managerial aspect of this role will take a period of time to get used to, it will not ultimately be significantly time consuming, especially once good practices and procedures are in place. A second phase of the role – and a very important one from our perspective – will be to focus on outreach and business development in order to increase the offering of events and classes in the downstairs studio space which is currently very under-utilised.

### **Remuneration**

Competitive.

### **Responsibilities**

#### **1. Administrative Management:**

- Handle day-to-day administrative tasks, managing phone calls, and responding to emails and text messages.
- Ensure excellent customer service and maintain a positive, welcoming environment for all practitioners and clients.
- Oversee and manage all non-core rental users of the space (initial meetings and discussions, orientations, securing of documents/contracts and familiarisation with procedures).
- Responsibility and oversight of the Skedda calendar and app (a tool to allow adhoc booking of spaces within the clinic) – monthly invoicing, set up of new practitioners, resolving any clashes or enquiries.
- Order clinic supplies and maintain inventory to ensure the smooth functioning of the centre.
- Oversight of external bookings/events, preparation of space, contact point for any problems/questions.
- Responsible for minor website updates and changes (especially regarding news and events)
- Conduct monthly team meetings to ensure communication, cohesion, and collaboration amongst staff.



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- Maintain the cleanliness and safety of the Centre, including equipment and facilities.

### **2. Patient Support:**

- Address patient inquiries and concerns promptly and professionally. Liaise with appropriate practitioners where required.

### **3. Centre Organization and Maintenance:**

- Follow routine checklists thoroughly and efficiently, conducting regular building checks to ensure facilities are working and escalate issues where necessary. Ensure all appliance checks and servicing occurs and is up to date.
- Coordinate with cleaning services to ensure a hygienic and presentable clinic at all times.
- Monitor and maintain equipment and supplies required for patient treatments.
- Look into and help to implement a centralised client software/note-taking program for use by main practitioners.
- Ensure the Centre complies with health & safety regulations; maintaining the accident book and first aid box; ensure annual safety checks are completed.
- Ensure all subscriptions are up to date and reviewed annually.

### **4. Financial Management:**

- Work closely with the clinic's owner and bookkeeper to manage revenue, expenses, and budgets.
- Manage all invoices from third parties such as IT support, insurances, stock orders, cleaners, and external contractors.
- Categorise all transactions and invoices weekly and reconcile bank accounts in Xero.
- Send and manage regular invoices to third party users (e.g. private practitioners who hire rooms and hirers of studio space).

### **5. Marketing and Business Development:**

- Collaborate with marketing contractors/team to develop marketing strategies that promote Centre services and events through social media, newsletters, and other platforms.



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- Assist and oversee production of a brand identity and suite of marketing material styles (font, colour scheme etc) to ensure consistency throughout our communications.
- Assist in organizing community outreach & education programs and events to raise awareness about the clinic's offerings. Build partnerships with local businesses, organisations and individuals.
- Plan and implement specialty classes, workshops, and events (in line with the Centre's aims and objectives) to increase the use of the studio space and rental income.
- Help organize and execute ad hoc seminars and other teaching opportunities for directors.
- Develop and implement marketing strategies to promote the Centre, and the courses, classes and other events that take place therein.
- Help identify potential charitable projects to make use of the Centre's benefit fund. Liaise with the directors to plan and implement these as appropriate.

### Qualifications

- Degree level education, or proven management experience (or similar administrative role) (2+ years of experience in a management role, preferably in the fitness, health or wellness industry).
- Able to maintain a high degree of professionalism with keen attention to detail and the ability to multitask.
- Excellent organizational, time management and problem-solving skills.
- Strong communication and interpersonal abilities.
- Proficiency in using office software and applications (Google Suite, MS, Excel etc), knowledge of online accounting systems and basic book-keeping (Xero software).
- Demonstrated leadership skills and the ability to motivate and manage a team.
- Experience of administrative management and procedures.
- Ability to manage projects to meet set targets and deadlines.
- Excellent written and verbal communication skills.
- Ability to work flexible hours, including evenings and weekends, as needed.
- Knowledge of acupuncture, Chinese medicine or holistic health practices is a plus, though not required.

### Values and Behaviours

- Proactive and self-motivated, with a commitment to the mission and values of MWP.
- Shows tact, discretion, and judgement.



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- Able to communicate constructively and openly with colleagues. Committed to effective, collaborative, team working.
- Interested in developing self- knowledge and skills.
- Forward thinking (makes effort to anticipate the needs of the business and clients). Willing to step up and assist colleagues without hesitation.

MWP reserves the right to vary or amend the responsibilities of the post holder at any time according to the needs of the Centre's activities. The above statements are intended to describe the general nature and level of work being performed by the post holder and are not intended to be an exhaustive list of all responsibilities, qualifications, skills, knowledge, experience, values, and behaviour required.