



CLARK
OPTOMETRISTS

Reception & Clinical Coordinator

Job Description



We're looking for a Reception & Clinical Coordinator to join our busy and growing practice. You'll be one of the first people our patients meet, helping to create a warm and professional first impression while also playing a key role in keeping the practice running smoothly throughout the day.

As our practice continues to grow, we've developed this enhanced role to strengthen the day-to-day running of the practice. You'll play an important role in welcoming patients and managing reception while also helping to coordinate clinic flow, support colleagues, manage appointment diaries and identify and solve the day-to-day challenges that keep a busy practice running efficiently.

We're looking for someone who is naturally organised, communicates confidently and enjoys helping people. You'll need to be comfortable juggling several tasks at once, making sensible decisions and working closely with the rest of the team to ensure both patients and colleagues are well looked after. As this role develops, we'd like the successful applicant to grow with it. We're always looking for better ways of working, and we'd value someone who's happy to contribute ideas, take initiative and help shape how the role evolves over time.

This is an important role within our practice, and we're looking for someone who can make a genuine contribution to how we work.

Salary is negotiable and will reflect the skills, experience and judgement you bring to the role.



Job Description

Job Title: Reception & Clinical Coordinator

Reports To: Practice Coordinator / Directors

Purpose of the Role

As part of the continued development of the practice, we've created this enhanced role to strengthen the day-to-day coordination of our front-of-house operation and support the smooth running of clinics.

Working closely with the wider team, you'll help coordinate appointment flow, support patients, manage diaries and identify opportunities to improve how we work.

We recognise that this isn't a role someone can step straight into. There will be a period of learning, developing an understanding of our patients, our team and the way we work. As your confidence grows, we'd expect you to take increasing ownership and play an important part in shaping how the role continues to develop.

Key Responsibilities

Patient Experience

- Welcome patients in a friendly and professional manner.
- Act as the first point of contact for patients attending or contacting the practice.
- Provide a high standard of customer service at all times.
- Keep patients informed of any delays or changes to appointments.
- Resolve routine patient queries where appropriate.

Clinic Coordination

- Monitor clinic flow throughout the day.
- Keep an overview of appointment timings and identify potential delays.
- Liaise with optometrists and Optical Assistants to maintain efficient clinic flow.
- Coordinate patient movement through the practice.
- Support colleagues by identifying and addressing operational issues as they arise.
- Assist with managing urgent appointments and changes to the daily diary.

Administration

- Book, amend and manage appointments.
- Maintain accurate patient records.
- Process payments and issue receipts.
- Manage incoming telephone calls and email enquiries.
- Process spectacle collections, repairs and adjustments where appropriate.
- Support recall and diary management processes.

Team Support

- Work closely with all members of the practice team.
- Communicate clearly and professionally with colleagues.
- Assist with the induction and support of new team members where required.
- Contribute ideas to improve patient experience and practice efficiency.

Compliance

- Maintain patient confidentiality at all times.
- Follow practice policies and procedures.
- Support compliance with NHS, GOC and GDPR requirements.
- Maintain a safe and tidy reception environment.

Training and Development

We recognise that becoming an effective Reception & Clinical Coordinator takes time. Alongside learning our systems and procedures, you'll spend time understanding how our clinics run, how the different roles within the practice work together and how we deliver the best possible experience for our patients.

As your confidence and experience grow, you'll gradually take on greater responsibility for coordinating the day-to-day operation of the practice, with ongoing support from the wider team.

Training will include:

- Practice management software
- NHS optical administration
- Appointment booking and diary management
- Optical terminology
- Patient confidentiality and GDPR
- Spectacle collections and minor repairs
- Telephone and patient communication
- Practice policies and procedures

Person Specification

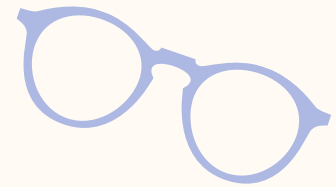
Essential

- Excellent communication skills.
- Strong organisational skills.
- Ability to prioritise multiple tasks.
- Confident using computers and learning new software.
- Professional and friendly manner.
- Calm under pressure.
- Good attention to detail.
- Reliable and punctual.
- Able to work effectively within a team.

Desirable

- Previous experience in healthcare, reception or customer service.
- Experience coordinating busy diaries or appointments.
- Experience handling confidential information.
- Optical experience (not essential).

Personal Qualities



We're looking for someone who:

- Is proactive and notices when something needs attention.
- Has good judgement and common sense.
- Enjoys helping people.
- Takes pride in doing things well.
- Communicates confidently with patients and colleagues.
- Is adaptable and willing to learn.
- Maintains a positive attitude during busy periods.

What Success Looks Like

The Reception & Clinical Coordinator will:

- Deliver an excellent patient experience.
- Help clinics run efficiently and on time.
- Develop into a trusted point of coordination for both patients and colleagues.
- Communicate effectively with patients and colleagues.
- Anticipate and resolve operational issues where possible.
- Maintain accurate administrative records.
- Contribute positively to the culture and ongoing development of the practice.

How To Apply

Send your CV and a covering letter to susan.hamilton@clarkopto.co.uk

Closing date for applications: **End of September 2026**



01856 872857



www.clarkopto.co.uk



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