

## RECEPTIONIST/OFFICE ADMINISTRATORS

FULL TIME AND PERMANENT - X TWO ROLES

**LOCATION:** ONSITE - AWAKN CLINICS LONDON AND BRISTOL

**REPORTS TO:** CLINIC DIRECTOR

**HOURS:** 37.5 HRS PW (9AM -5PM) MONDAY - FRIDAY

**SALARY:** UP TO £25,000 - 30,000 PER ANNUM (DEPENDENT ON EXPERIENCE)

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### The Company

Awakn Clinics is the UK and Europe's first chain of psychedelic-assisted therapy clinics. Awakn Clinics is a subsidiary of Awakn Life sciences, a biotech company with some of the world's leading researchers and scientists, specialising in the treatment of mental health and addiction. At Awakn we are providing a new treatment option for people. Unfortunately, so many people are suffering and are in desperate need of a new and more effective option.

At Awakn clinics, we deliver ketamine-assisted therapy. This approach combines talking therapy with sessions assisted by ketamine. This combination has unique effects on the brain circuitry associated with unhelpful thinking and behavioural patterns. It allows people to work through issues in ways that have not been possible with therapy alone and help to relearn the behaviours and thought patterns that can hold them back. This offers the potential to create fundamental changes that deliver profound improvements to their mental health.

Please visit our website:

<https://awaknclinics.com/> | [Twitter](#) | [LinkedIn](#)

[www.awaknlifesciences.com](http://www.awaknlifesciences.com)

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### About the Role

We are looking for a passionate, resilient, self-driven and enthusiastic individual to join our team, to:

- Work alongside the clinic team and be responsible in all admin aspects to ensure the smooth and efficient running of the London Clinic Office.
- Provide a consistently efficient, helpful, friendly, courteous, high quality 'front of clinic'" service to Awakn's clients, visitors and staff.
- Support the Clinical Director in a range of administrative duties including the taking and preparation of the clinic Governance and Business meeting minutes and clinic reports.

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## Responsibilities of the Role

- Act as the receptionist and the first point of contact for clients and professionals, either on the phone or in person.
- Support and help clients with general enquiries on the customer relationship management system (CRM) HubSpot.
- Work closely with clients and stakeholders who use our Services, their families, friends, carers and make a positive contribution in how clients experience the Awakn service using tact and diplomacy skills.
- Take a lead role in the clinic administration duties such as telephone queries, procurement, receipt reconciliation, minute taking and sending letters to clients and their respective GP.
- Undertake tasks in line with the Awakn Clinics Standard Operating Procedures and ensure they are adhered to at all times.
- Respond to and process initial enquiries on the services offered.
- Manage the initial stages of the HubSpot system, also responding to queries in a timely manner:
- Administration and collation of weekly records in HubSpot on the allocation of clients for treatment.
- Scheduling of appointments within the multidisciplinary team within the inhouse client clinical records system.
- Support the Lead Psychiatrist with medical correspondences i.e. medical letters.
- Support in collating reports on staff absences, timesheets and other HR related admin in the clinic.
- Ensuring payment from clients has been received before confirming appointment.
- Recording receipt of consultation reports and communications.
- Administration of records, including disposal in line with GDPR guidelines.
- Taking and distribution of minutes of clinic Governance and business meetings and distributing agenda to all attendees.

- Support the Clinic Director in collating staff absence records on annual leave planner.
- Support the Clinic Director in collating information for finance & business reports.
- Conduct other administrative activities and tasks as instructed and directed by direct report.

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## Qualifications, Experience and Skills Required

### Essential:

- NVQ level 3 or equivalent in administration or Customer service or evidence of equivalent standard or experience
- A willingness to undertake further training and to develop skills further
- Good knowledge of Google Workspace and Microsoft Office suite of programs (Word and Excel)
- Computer literate with a high level of keyboard skills
- Ability and experience of dealing with highly confidential and sensitive material.
- Ability to problem solve and act on own initiative within the company's policies and procedures and referring to Clinic Director as required
- Good interpersonal skills with experience of working with people at a variety of levels.
- Strong administrative and planning skills
- Able to manage difficult situations

### Desirable:

- Trained in using HubSpot records system or similar Customer Relationship Management software
- Experience working within a private health care / NHS environment.
- Degree in Business Administration or equivalent

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## Why Work With Us?

The benefits of working for Awakn are valuable. Our mission is strong and makes a critical contribution to society, our benefits package is competitive, our scope is international, and we genuinely care about our people and their success.

Awakn is an equal opportunity employer. Individuals are selected based on their abilities and merits to perform the tasks required. Our policy is to be fair and consistent in all aspects of our business. We recognise respect and value differences and diversity. All applications received, will be processed confidentially and subject to the company recruitment and selection processes. Employment is subject to satisfactory pre-employment checks including DBS by the Disclosure Barring Service.

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## How to Apply

If you're interested in applying for this position, submit your application and cover letter at [HR@awaknlifescience.com](mailto:HR@awaknlifescience.com)