

General Administrator Job Description

The Institute for Optimum Nutrition

Job Description

Job title:	Starting salary:
General Administrator (Training Clinic Coordinator)	£28,860.00
Responsible to:	Contract terms:
Academic Administration Officer	Permanent, full-time 37.5 hours per week. Hybrid (2 days WFH, 3 days in-person) per week.
Department:	Last updated:
Corporate Services	9 th June 2026

We are committed to and champion equality and diversity in all aspects of employment. All staff are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Overall purpose of the role

To act as first point of contact with people from both inside and outside the organisation, providing an efficient and effective front desk and general administration service for all departments and teams.

Context

1. The post-holder reports to the Academic Administration Officer.
2. The post-holder is a member of the of the Corporate Services Department.

3. The post-holder will work with the academic team to provide efficient and effective administration services for the training clinic.
4. The post-holder is responsible for training clinic, and collaboratively responsible for general administration, facilities and general administration with the People and Operations Officer.

Key tasks and accountabilities

As a member of the corporate services team, the post-holder will be part of a cross-department team providing a professional, efficient and effective service which is integral to all aspects of the institute operations.

You will be responsible for providing administrative support and ensuring the smooth functioning of various operational tasks within the organisation, mainly the training clinic. This role requires you to be a self-starter, possess excellent organisational skills, attention to detail, the ability to handle multiple tasks simultaneously, to analyse and improve current systems and processes. Taking initiative to identify, propose, and implement efficiencies will be a key strength. You will be instrumental in streamlining clinic operations and ensuring a positive experience for students, clients, supervisors and staff.

Main duties

You are responsible for ensuring:

1. Training clinics are scheduled efficiently, effectively and run smoothly for students, clients and clinic supervisors.
2. ION facilities are operational and comply with Health and Safety regulations.
3. Reception is appropriately maintained, staffed and provides a welcoming environment for guests and callers.
4. The general administration, facilities and reception are delivered in collaboration with the People and Operations Officer and meet organisation requirements.

Training Clinic Duties:

1. Liaise with clinic supervisors, students and clients as necessary.
2. Schedule training clinic appointments.
3. Co-ordinate training clinic activities and ensuring the smooth running of Training Clinic days.
4. Handle enquiries and bookings for the Training Clinic.

5. Manage confidential client information, book laboratory tests and manage clinic records in accordance with clinical governance guidelines.
6. Process pre-consultation client paperwork.
7. Work collaboratively with Academic staff (specifically Clinical Practice 2 Lecturer, Module Coordinator) to ensure student competencies are on track to being met and raise concerns of students that require additional support to succeed in the clinic practice module.
8. Collaborate with the Academic Administration Officer to prepare the documentation for the annual training clinic audit.
9. Reschedule training clinic consultations for students where required.
10. Schedule observation times for students to observe peers in training clinic.
11. Process post-consultation client paperwork and email it to the relevant clients.
12. Process GP letters, ensuring a copy is supplied to clients GP's (if consent has been obtained) as well as the client.
13. Monitor the training clinic schedule to notify clinic supervisors of amendments to their working dates.
14. Ratify clinic supervisor invoices against training clinic schedules for the accounts department.
15. Induct clinic supervisors to the clinic systems and procedures.
16. Step in seamlessly to fulfil the responsibilities of the People and Operations Officer during their scheduled periods of absence, ensuring continuity and smooth operation of administrative functions.

Office Duties

1. To meet and greet all guests, tutors, students, suppliers, contractors and other visitors to the premises.
2. To respond promptly to all external calls and enquiries in a friendly, professional and courteous manner and to transfer calls to the relevant person/department.
3. To prepare meeting rooms and open day facilities as required and ensure a presentable, welcoming and safe environment is maintained at all times.
4. To process student tuition payments and keep track of all payments for accounts.
5. To ensure all equipment (such as weighing machine, iPads etc) is available and in good working order, arranging regular servicing as appropriate.

6. To provide administrative and organisational support including running the registration desk for events such as open days, induction days and workshops, and where necessary arranging catering and refreshments.
7. To maintain relevant databases of contacts and information in an accurate and secure manner and provide reports as required.
8. To assist with the organisation of Graduation Ceremonies and marketing activities.
9. To ensure the premises are maintained in a clean and tidy state and the tea point is adequately stocked with tea, coffee and milk refreshments.
10. To work with colleagues in all department to ensure the smooth flow of information between the team and the wider organisation, formalising processes where necessary.
11. To collaborate across teams.
12. To keep up-to-date with training e.g. GDPR, admission requirements and standards, and continuing professional development.
13. To oversee facility operations to uphold strict adherence to fire regulations, proactively coordinating fire extinguisher and alarm servicing in alignment with the role as a dedicated fire marshal.

Other

1. To comply with all relevant policies and procedures.
2. To carry out any other duties that are commensurate with the role and as instructed by the Academic Administration Officer, Academic Registrar, Head of Corporate Services and CEO.
3. To assist with other administrative duties within ION when required.
4. To adhere to the ION's Health and Safety policies and procedures and to perform any ION wide designated duties with regard to Health and Safety and the security of ION.
5. To adhere to and actively support the Equality, Diversity and Inclusion policies and their implementation.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected. This is not an exhaustive list of all the tasks that may fall to the postholder, and staff are expected to carry out such other reasonable duties as may be required.

Person Specification

We are committed to and champion equality and diversity in all aspects of employment. All staff are expected to understand and promote our Equality and Diversity Policy in the course of their work.

All criteria should be considered to be essential unless otherwise stated.

Competency	Essential Criteria	Desirable Criteria
Knowledge	<ul style="list-style-type: none"> Advanced computer skills with knowledge of Microsoft Office applications including Word, Excel, PowerPoint and Outlook. Knowledge of using digital technologies. 	
Qualifications	<ul style="list-style-type: none"> Good general level of education. English and Maths to GCSE A-C or equivalent. 	<ul style="list-style-type: none"> Degree in Business Administration or Office Management.
Experience	<ul style="list-style-type: none"> Experience in similar customer service role. 	<ul style="list-style-type: none"> Previous work experience in a comparable office setting and clinic.
Skills and abilities	<ul style="list-style-type: none"> Excellent organisational and forward planning skills. Excellent customer service skills. Excellent standard of written and spoken English. Friendly and professional telephone manner. Ability to prioritise own workload, work 	

	<p>autonomously, take initiative, proactively seek solutions and ways to streamline, organise multiple activities and manage a range of tasks calmly and to timely completion.</p> <ul style="list-style-type: none"> • Ability to develop positive working relationships with a wide range of people. • Ability to use own initiative and self-motivated. • A problem solver and ability to work autonomously. 	
<p>Personal style and behaviour</p>	<ul style="list-style-type: none"> • A willingness to participate in the ongoing development of ION through appropriate staff development and training. • Responsible attitude towards confidentiality and dealing with sensitive information. • Able to demonstrate commitment to the mission and values of the organisation. • Well presented. • Eager to learn and develop own skills. 	
<p>Other requirements</p>	<ul style="list-style-type: none"> • Active engagement in ION staff supervision and performance management programme, and wider organisation activity. 	

- Some weekend work is also required to cover clinic opening times and open days.
- Willingness to engage in training and development to support continued effectiveness within the role.
- Hybrid working between Richmond and home.