



## New Leaf Health Lead Practitioner Job Description

|                       |   |
|-----------------------|---|
| <b>Job Title</b>      | Lead Health Practitioner                          |
| <b>Team</b>           | Operations Team                                   |
| <b>Reports To</b>     | Operations Manager                                |
| <b>Direct Reports</b> | New Leaf's Freelance/Sub-Contracted Practitioners |
| <b>Salary</b>         | £28,000 - £30,000 per year.                       |

### Your Role

We are seeking a proactive Lead Practitioner who can deliver our services to our clients, as well as motivate, develop and lead a team of freelance health and wellbeing practitioners.

Following a mentoring process, the successful candidate will need to travel around the UK delivering wellbeing events in a corporate setting.

We need someone who will manage their own workload and will work closely with operations and sales personnel to maintain the highest level of service for our clients.

### Working Location and Travel

This role will be based out of our main office at DY7 6ER, however, UK-wide travel will be required on a weekly basis. As such, most weeks you will only be in the office for a handful of days, other weeks you may not be in the office at all.

The nature of this travel will require regular overnight stays. Your travel and subsistence costs will be covered.

### Your Duties and Responsibilities

- **Event delivery** - deliver our on-site services to the high standard that our clients expect.
- **Event leadership** - during a multi-practitioner event, lead the team of freelance practitioners to ensure that the service is delivered to the highest possible standard.
- **Quality assurance** - manage the quality assurance processes for all freelance practitioners to ensure standardisation of knowledge and that our service delivery standards are met.
- **Facilitator recruitment, training, and management** - support the General Manager in organising freelance practitioner recruitment. Primarily, this will be in the form of facilitating dedicated training days, as well as on-the-job training for them.
- **Operations administration support** - to ensure that all freelance practitioner details are continuously updated on the software management programme.
- **Client report production** - ensure data is collected accurately, securely and in a GDPR-compliant manner at on-site events, then transferred promptly to the Operations Team for client report completion.
- **Health & safety** - ensure that health & safety procedures are complied with at every on-site wellbeing event.
- **Resource management** - Support the Operations Manager to ensure that all equipment and resources are maintained, repaired and replenished in a timely and organised manner.
- **Liaising with clients** - develop good working relationships with clients and on-site contacts, to ensure the smooth delivery of our services.
- **Liaising with the Sales & Marketing team** - continually update the Sales & Marketing team on how events and services are received in the workplace and advise on any aspects that should be considered at point-of-sale for future services.
- **Vehicle management** - support the Operations Team to ensure that all New Leaf Health vehicles are regularly maintained, up to legal requirements, and are fit for our events.
- **Monthly reporting** - contribute to monthly team meetings, including the Operations report from the Operations Manager, as well as annual management reports.
- **Other** - Undertake any other duties appropriate to your role, as directed.

### Personal Qualities

- Possess an excellent client-focused manner at all times.
- Be prepared to travel around the UK, staying in hotels, sometimes sharing with freelance practitioners.
- To be professional, polite and courteous when responding to all queries and requests for assistance from internal and external contacts, whether on the telephone, via email/letter, or in person.
- Flexible and adaptable in terms of hours worked and duties undertaken.
- To be motivated, proactive and outcome focused.

- To be a forward-thinker, with a solution-focused approach.
- To have the ability to work under pressure.
- To be confident, assertive and resilient.
- To have the ability to motivate teams, enhance morale and maintain a positive working environment.
- Integrity, initiative and judgement.

#### **Skills, Education, and Experience**

##### **Experience:**

Ideally 2+ years' experience of working within the health and wellbeing industry, or related area. Graduates with limited experience in the sector will also be considered.

##### **Skills and Knowledge Required:**

- Strong desire to develop and grow within the business.
- Demonstrate excellent communication skills, both verbally and in writing with all levels of the organisation and external contacts.
- Strong computer skills, including use of Microsoft Office suite.
- Strong leadership skills.
- Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment.
- Effective time management skills.
- Ability to motivate and train staff.
- Full, clean driving licence required.