**Job Description**

**Basic information**

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| **Job title** | Registered Nurse |
| **Department/location** | Get A Drip - Clinic Based |
| **Reports to** | Head Nurse |
| **Salary range** | £26,000 - £34,000 |
| **Hours of work** | 40 hours per week |
| **Role summary**  As part of a small team, nurses look after our customers and clients. Taking responsibility for the medical side of things in the clinics, at events and on call-outs. Always ensuring CQC compliance and NMC standards are maintained and all customers receive a first-class service. | |

**Primary responsibilities**

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| **Clinical Skills** | * Peripheral Cannulation |
| * Mixing IV infusion bags |
| * Administering intravenous infusions |
| * Medical history taking and assessment |
| * Accurately monitor and record medical observations |
| * Maintain Infection Control standards |
| * Mandatory Training |
| * Performing Audits |
| * Work in line with the NMC Code of Conduct |
| * CQC compliant |
| * Liaise with the on-call Chief Medical Adviser when appropriate. |
| **Customer Service** | * Providing client focused consultations, promoting products and services to clients, often tailored to their individual needs |
| * A high stand of professionalism and behaviour is maintained at all times |
| * Maintain extensive product knowledge |
| * Encourage feedback/Google reviews and maximise client retention through providing a memorable experience |
| * Work across all our locations, including pop ups, call outs and events |
| * Utilise exceptional customer service skills to upsell products and services to hit KPIs |
| * Discuss and talk with confidence to our clients about our treatments and products, upselling products when applicable. |
| **Operational** | * Be able to work towards and achieve clinic KPIs |
| * Manage efficient daily running of the clinic |
| * Responsible for ensuring Company policies and procedures are adhered to |
| * To assist in stock control and ordering |
| * Engage in cross team working, sharing ideas, support, knowledge and resources to help maintain a first class team |
| * Ability to work effectively under pressure whilst offering exceptional client care at all times. |

**Person Specification**

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|  | | **Essential** | **Desirable** |
| **Skills and qualifications** | Active NMC Registration | ✓ |  |
| IV Administration | ✓ |  |
| Excellent Cannulation Skills | ✓ |  |
| Up to date Mandatory Training | ✓ |  |
| **Experience** | Minimum 1 year clinical experience | ✓ |  |
| Excellent communication skills, both verbal and written | ✓ |  |
| Fluent in English language | ✓ |  |
| Experience in the Vitamin Industry |  | ✓ |
| Excellent time management skills, with the ability to manage own workload | ✓ |  |
| Providing individualised consultations |  | ✓ |
| Computer Literate |  | ✓ |
| Work within the NMC Code of Conduct and professional practice | ✓ |  |
| **Qualities and attitude** | Excellent Customer Service Skills | ✓ |  |
| Team Player | ✓ |  |
| Cross Team Working | ✓ |  |
| Work well under pressure | ✓ |  |
| Flexible and able to adapt to the changing needs of the business | ✓ |  |
| Sales Experience |  | ✓ |
| **Cultural** | Entrepreneurial flair and drive | ✓ |  |
| Team player/’can do’ attitude | ✓ |  |
| Open and honest in approach | ✓ |  |
| Willingness to promote and adapt to change as the company develops | ✓ |  |

**Approved by:**

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| --- | --- | --- | --- | --- | --- |
| **Name** |  | **Signature** |  | **Date** |  |

**Note:** this job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder would be expected to participate in this process and we would aim to reach agreement on any changes.