Complementary Therapies Co-ordinator

November 2026

mind Hertfordshire

Hertfordshire Mind
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600
info@hertfordshiremind.org
www.hertfordshiremind.org

Complementary Therapies Co-ordinator

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our activities, please see our website at

https://www.hertfordshiremind.org/vacancies/complementary-therapies-coordinator/

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Please return applications to Jenny Flynn at the above address or by email to: recruitment@hertsmindnetwork.org

Closing date for receipt of applications is 23rd November.

Interviews to be held on 30th November / 1st December at The Sadie Centre, Letchworth.

Yours sincerely

Jenny Flynn
Head of The Sadie Centre

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



Job Description

Job title:	**Complementary Therapies Co-ordinator**
Reference Number:	393
Salary scale:	£18,603 (FTE is £31,005 per annum)
Contracted hours:	22.5 hours / week
Working base:	The Sadie Centre, Letchworth
Reports to:	Head of The Sadie Centre
Contract length:	Fixed term (12 months)
Checks needed:	Enhanced DBS & two satisfactory professional references

Background of Post

The Sadie Centre at Hertfordshire Mind has, for the past 40 years, established an outstanding national and local reputation as a centre of excellence in the field of holistic health. Multi-award-winning, pioneering and innovative, it offers a broad range of complementary therapies, wellbeing classes, counselling and horticultural therapy to the community.

From four clinic rooms in Letchworth Garden City, our experienced complementary therapists support the mental and physical wellbeing of people across North Hertfordshire, day and evening.

Purpose of Post

As a Complementary Therapies Co-Ordinator, you will be responsible for overseeing the effective delivery and administration of the Centre's complementary therapies service, including recruitment, bookings, room management, data collection, marketing, growth, engagement with partners and communication with clients and therapists.

This new role is key to the Centre's growth. It will help us expand our complementary therapies and keep offering professional, well-organised treatments that are effective, well regarded, and backed by research.

You will co-ordinate our complementary therapy service. You will be the link between therapists and clients, manage clinic room bookings, keep accurate records, and promote our work through communications, marketing and local networking.

As well as running an established and varied service day to day, you will help shape its future. You will grow the service, extend the Centre's reach, develop new offers and events, and make the most of room use and income opportunities.

Accountability

You will be line managed by the Head of The Sadie Centre at Hertfordshire Mind, but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

The Complementary Therapies Co-ordinator will be responsible for the effective operational management, development and promotion of the Centre's complementary therapies.

Key responsibilities include:

Service Co-ordination and Delivery

- Co-ordinate the day-to-day delivery of complementary therapies, working closely with therapists so that every client gets a smooth, professional and caring experience.
- Communicate any changes promptly.
- Monitor attendance, trends and client feedback to guide service improvement.
- Identify opportunities to expand and diversify the offer, including new treatments, formats and audiences.
- Review viability, income and profitability to inform service planning and decision-making.

Growth and Continuous Improvement

- Lead the growth and sustainability of the service by increasing income, strengthening community engagement and responding to local need.
- Use local insight and stakeholder feedback to shape activities that reflect the Centre's person-centred culture, and lead to good outcomes for clients.
- Improve operational processes and room scheduling for efficiency, client experience and best use of space.
- Keep operational guidance up to date for reception and wider staff, covering therapies and related activities such as retreats.
- Work with colleagues across the organisation to support delivery, innovation and shared priorities.

Administration, Systems and Compliance

- Manage the online booking system so that appointments, therapist availability and website information are accurate and up to date. Train and support colleagues to use it confidently.
- Handle bookings from start to finish, including confirmations, cancellations and refunds. Monitor no-shows and apply the Centre's cancellation policy.
- Keep accurate records and produce reports as needed.
- Work with system providers to resolve issues and improve the booking and operational platforms.
- Keep therapist compliance records up to date, covering DBS checks, safeguarding training, insurance, professional membership and qualifications. Oversee licence-related inspections.

Therapist Recruitment and Support

- Recruit, induct and support self-employed complementary therapists on a rolling basis.
- Keep therapists informed with clear guidance and organisational updates, and chair team meetings.
- Work with the Resources Team and Site Manager to keep clinic and waiting rooms safe, clean, welcoming and well equipped, including sharps disposal.

Marketing, Partnerships and Promotion

- Promote complementary therapies and wider Centre activities through engaging content, newsletters, email campaigns, the website and social media. Do this in collaboration with the Marketing Team and the Classes & Events Co-ordinator.
- Build relationships with corporate healthcare providers (e.g. Bupa, Aviva, AXA) and local partners to strengthen referral pathways.
- Represent the service at wellbeing events, networking meetings and community forums to widen its reach. Support targeted promotion such as leaflet drops, focus groups and drop-in demonstrations.

Customer Service

- Respond to enquiries from clients and prospective therapists by phone, email and in person.
- Advise clients on suitable therapies, and encourage ongoing engagement with the Centre's wider services.
- Provide reception cover during absences and busy periods, helping to keep the Centre welcoming and inclusive.

General Responsibilities

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the confines of the Data Protection Act.
- To be an active and effective team member.
- To travel between HM wellbeing centres and across the county (as required).
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to HM policies and procedures including the Equalities statement and Safeguarding practices.
- To ensure HM's values are embedded in the service.
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with service users, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person Specification on next page.

Person Specification	Essential/ Desirable
Qualifications	
Educated to a minimum of A level standard or equivalent	D
Evidence of continual professional development	E
First aid certificate / fire marshal training (or willingness to undertake)	D
Safeguarding qualification	D
Knowledge	
Knowledge, understanding and passion for the benefits of complementary approaches to both general wellbeing and to specific health issues.	E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act, and Confidentiality.	E
Awareness and understanding of the relationship between mental health and social issues, and how this may impact on physical, mental and emotional wellbeing .	E
An understanding of and commitment to embedding Equal Opportunities, Diversity and Inclusion into work practice.	E
Experience	
Experience of working both independently and effectively as part of a team.	E
Experience of co-ordinating schedules and room utilisation to maximise capacity, drive appointment bookings, and maintain a diverse range of activities across the week (or equivalent/transferable experience).	E
Experience of confidently using digital platforms and booking systems.	E
Experience of maintaining accurate records, data systems and reporting information.	E
Experience of building supportive, non-judgemental relationships with people with health issues.	E
Experience establishing and maintaining interpersonal boundaries.	E
Experience of general administration within a busy service environment.	E
Proven experience of working to deadlines, managing competing priorities, and achieving outcomes against targets.	E
Experience of handling financial transactions such as card payments, refunds or invoice processing.	E
Skills and Abilities	
Ability to deal with stressful and difficult situations in a calm & patient manner; particularly when working under pressure or when there are multiple interruptions.	E
Strong ability to prioritise and manage workload effectively, working independently and using initiative.	E
Excellent organisational skills – working with accuracy and a strong attention to detail.	E
Confident communicator with an empathetic approach and excellent interpersonal, customer service skills; able to adapt communication style to suit a wide range of audiences including collaborating with key staff and partners, clearly promoting to local community/service users, and fostering effective working relationships with the complementary therapy team.	E

Strong written communication skills, including ability to produce clear written materials (in particular to promote the service offerings), whilst handling sensitive and confidential information with discretion and professionalism.	E
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision, team meetings and training as required.	E
Strong analytical, benchmarking, budgeting and reporting skills, with the ability to present information effectively to diverse audiences.	D
Demonstrable enthusiasm, energy, resilience and stamina.	E
Creative and flexible approach to working with individuals and responding to changing service needs.	E
Ability to contribute to and support service improvements, growth and development aligned to overarching Centre strategy for income generation and sustainability.	E
Practical	
Excellent IT skills including Microsoft Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases or digital systems.	E
Ability to learn new booking systems and processes quickly.	E
Car driver with sole ownership of a vehicle, a clean driving license and willingness to travel to locations countywide, and attend some out of hours events/meetings to promote the service.	E
Personal Qualities, Characteristics and Attitude	
Warm, caring, approachable, tolerant and empathetic manner.	E
Reliable, punctual and able to maintain confidentiality at all times.	E
Professional, polite and courteous in dealing with a wide range of people.	E

November 2026

mind Hertfordshire

Hertfordshire Mind
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

020 3727 3600
info@hertfordshiremind.org

www.hertfordshiremind.org

Charity No. 1112487
Company No. 5532977