



Operations Lead - Front of House

Position Description

Role:	Full-Time Employee (5 days)
Location:	Collingwood Victoria office (open Monday to Saturday) / Hybrid (telehealth, remote & office)
Reporting To:	Operations Manager
Team:	Operations
Supervises:	Operations Officer - Front of House
Works With:	Operations Team, Clients
Award:	Health Professionals and Support Services Award [MA000027]
Category:	Support Services
Level:	8
Pay Point	1-3
Dept Code:	9.2.2

The Role

This role is critical in ensuring the efficient and effective operation of The Mind Room (TMR) clinic and venue. As the supervisor of the Operations Officers assigned to Front of House, the Operations Lead collaborates with the Operations Manager, Clinic Manager, and a team of mental health practitioners to foster seamless coordination between the Front of House team and clinicians in delivering TMR's psychology-based services.

The Operations Lead oversees the Front of House team's daily and weekly activities, including facilitating rosters, leave requests, team meetings, and other supervisory responsibilities and completing day-to-day Front of House duties.

Working closely with the Operations Manager as part of the broader Operations Team, this role is responsible for achieving and reporting on agreed operational targets (such as Service Level Agreement metrics for operations and billings) and working to manage overdue accounts. Additionally, the Operations Lead coordinates the upkeep of the office space, ensuring the venue remains safe, healthy, and fully functional for clients and staff.

About The Mind Room

The Mind Room is a mental health, wellbeing, and performance psychology practice based in Collingwood, Victoria and established in 2012 by Dr Jo Mitchell and Michael Inglis. Our underpinning philosophy and values are outlined [here](#).

We offer therapy and coaching to individuals and couples who come to The Mind Room for mental health and well-being support. We also provide services to organisations, including Employee Assistance Programs (EAP), training, coaching and consulting. We work with values-driven businesses, especially those operating within the health, sports, creative, and for-purpose sectors. We aim to achieve one million client engagement hours by 2035.

It is in a purpose-built venue with fourteen consulting rooms, three telehealth pods, a workshop studio, and multiple shared and individual spaces to accommodate connection and quiet work as required. Our reception, intake, and administration teams support the smooth running of daily clinic operations. Employees have access to a regular peer supervision program and professional development opportunities.

Key Responsibilities

Responsibilities include, but are not limited to:

Team Leadership

- Supervise the daily activities of the Front of House team, ensuring consistent coverage, adherence to schedules, and high service standards.
- Provide hands-on coaching and mentorship to team members, addressing immediate challenges and fostering a positive and supportive work environment.
- Assist with recruitment, onboarding, and offboarding of Front of House staff, ensuring a smooth transition for new team members.
- Facilitate regular team meetings to communicate updates, review performance, and address operational issues.
- Support staff well-being by monitoring workloads and acting as the first escalation point for team concerns.

Operations Administration

- Oversee the accurate and timely completion of Front of House administrative tasks, including client data entry, invoicing, and payment processing.
- Monitor overdue accounts, ensuring follow-up on outstanding balances as per established protocols and escalating systemic issues to the Operations Manager.
- Prepare routine reports on Front of House performance metrics, such as appointment fulfilment rates, client feedback, and team productivity.

	<ul style="list-style-type: none"> • Support compliance with TMR processes and procedures, including maintaining accurate client records and privacy standards.
Venue Support	<ul style="list-style-type: none"> • Oversee the maintenance of a clean, tidy, and well-functioning Front of House and intake environment, ensuring a welcoming space for clients and clinicians. • Coordinate the timely replenishment of office and clinic supplies, escalating significant venue issues to the Operations Manager. • Act as the on-site contact for minor troubleshooting of venue-related concerns, such as IT or maintenance needs.
IT and System Support	<ul style="list-style-type: none"> • Provide first-level support for Front of House and intake team members using practice management and office software (e.g., Halaxy, GSuite, Slack). • Ensure team compliance with established IT systems and workflows, escalating unresolved issues or systemic concerns to the Operations Manager or external support providers. • Deliver hands-on training for new team members on relevant systems and tools.
Learning, Growing and Contributing	<ul style="list-style-type: none"> • Develop and deliver training on Front of House processes and systems to team members and clinicians as required for onboarding or skill improvement, including maintaining and updating internal Knowledge Bases. • Actively contribute to The Mind Room's culture by participating in team meetings, reflecting core values in daily interactions, and supporting service improvement initiatives. • Collaborate with the Operations Manager to identify opportunities for optimising Front of House processes and workflows. • Be a connected and contributing member of the TMR community, supporting team goals and long-term organisational objectives.
Additional	<ul style="list-style-type: none"> • Perform other duties as requested to ensure smooth team and venue operations.

Required Skills and Attributes

Leadership	<ul style="list-style-type: none">• Proven experience supervising teams, providing mentorship, and fostering a collaborative work environment.• Ability to coordinate day-to-day operations while supporting the professional growth of team members.
Organisation and Problem-Solving	<ul style="list-style-type: none">• Strong organisational skills, with the ability to manage multiple priorities effectively and under limited supervision.• Proactively identifying and resolving operational challenges within the scope of Front of House responsibilities.
Client and Team Communication	<ul style="list-style-type: none">• Excellent verbal and written communication skills, with the ability to build rapport with clients, staff, and clinicians.• Capable of providing clear guidance and updates to team members, ensuring alignment with organisational goals.• Skilled in developing and delivering training to team members and clinicians verbally and in writing.
Technical Proficiency	<ul style="list-style-type: none">• Confident in using and training others on practice management software (e.g., Halaxy) and office tools (e.g., GSuite, Slack).• Competence in generating operational reports and tracking performance metrics.
Interpersonal Skills	<ul style="list-style-type: none">• Warm and approachable, able to build and maintain positive relationships with clients and colleagues.• High level of integrity and professionalism, ensuring confidentiality and ethical decision-making in all interactions.
Professionalism & Integrity	<ul style="list-style-type: none">• Demonstrates a strong sense of integrity, consistently managing confidential or sensitive information with discretion. Maintains high ethical standards, fulfils responsibilities with accountability, and proactively addresses conflicts or uncertainties in alignment with the organisation's values.
Motivation	<ul style="list-style-type: none">• Embraces a growth mindset and maintains a proactive, can-do attitude. Actively seeks feedback, engages in self-reflection, and applies learning to foster continuous personal and professional development.

Required Qualifications & Experience

Client-Facing Work	5+ years of experience in a customer service or administrative role within a health or allied health setting.
Team Supervision	3+ years of experience in a team leadership or supervisory role, including rostering and workload management.
Industry experience & knowledge	Familiarity with private practice operations, including Medicare and other health service requirements.
IT Software	Proficiency in Halaxy or similar practice management software, G Suite, and other relevant office tools.

Desirable Qualifications & Experience

Qualifications	Tertiary education or certification in health administration, business, finance, or human resource management.
Project Management	Experience in managing operational or workforce-related projects using strong analytical and problem-solving skills is highly valued. Familiarity with agile methodologies is a bonus..
Accounts Receivable	Demonstrated experience in managing and following up on overdue accounts, ensuring effective collection and financial accuracy.