

Aesthetics Non-Surgical Patient Advisor

Commission* OTE 45K (uncapped)

Base salary from: £24K

Full time: 5 days a week, (incl. occasional Saturdays on rota/ working from home)

Based: at home and at our Chelsea office (59 Markham Street)

ROLE PURPOSE

The Cadogan Clinic is an award-winning cosmetic surgery, dermatology and aesthetic hospital in Chelsea, and we are looking for an ambitious and experienced dermatology and aesthetics booking sales advisor to join our team; supporting us as we continue to scale up and expand.

With a successful sales background and previous experience working as a dermatology or aesthetic advisor in a private cosmetic setting, you will have excellent interpersonal, verbal and written communication skills and be naturally attuned to customer service. Being highly organised, precise and efficient is a must for this role; with the ability to co-ordinate, diarise and communicate clearly with clients, consultants and across the clinic; ensuring the patient's experience matches our excellent treatment outcomes.

The successful candidate will be self-motivated and driven who can hit the ground running, working alongside our very successful non-surgical patient advisor team; going above and beyond to support our patients in their life-changing journey.

If you think you are a great match for this exciting role, please send us your updated CV and a stand-out cover letter; telling us more about yourself and why you'd choose Cadogan Clinic as your next step in your sales career.

Key Accountabilities

- Successful sales experience, working in high-volume, high-quality cosmetic and aesthetic environments
- Build positive relationships with patients and consultants acting as the liaison
- Lead conversions and client retention, building long lasting relationships with a loyal customer base
- Experience and knowledge of leading industry treatments
- Excellent lead conversion skills; administrating bookings with precision, ensuring gold standard client care and a smooth treatment journey

- Experience handling high volume administration; working in a fast paced, dynamic environment

*Commission structures include an additional administrative element to ensure full administrative compliance with medical records and clinical protocols

Additional pay:

As stated above there is a commission scheme (currently based on 1% of Gross Sales; paid monthly in arrears)

BENEFITS AND REWARDS

- Holiday: 31 days holiday (including public holidays, rising to 33 days after 2 years of service)
- Holiday fun days – paid day off on your birthday and a paid day off for your “tie the knot”; wedding day (after a year of service).
- Wellbeing benefits: employee assistance programme, healthy in-clinic snacks and refreshments, Cycle to Work scheme
- Pension scheme (currently with NEST)
- Beauty benefits: team treatments and product discounts on successfully passing probation
- Social events; a social calendar and monthly team lunches from our favourite local foodie destinations in central London.
- Recognition and reward schemes; gifts and finance awards for length of service and commitment to our brand promises.
- Referral bonus scheme; rewarding our people for networking and growing our friendly team

LEARNING AND CAREER DEVELOPMENT

- Opportunities to work with a growing, ambitious, and highly regarded, plastic surgery and dermatology business, networking with world-class consultants in the field of plastics and dermatology; opportunity to develop your career within a knowledgeable and professional setting
- Lunchtime learning (opportunities to learn from our consultants, industry specialists and our founders)
- Protected time for development and training
- Development pathways for training; opportunity to progress within specialist areas of responsibility; formalised training opportunities as per clinic strategy