

JOB DESCRIPTION

Client Manager

Introduction

This is a full time office based role in the centre of Hook in Hampshire and reports to the Executive Director. It requires an Occupational Therapist who has experience across multiple specialisms. This role is ideal for someone who is looking to move away from hands on clinical work, but still wants to use and build on their OT skills and knowledge every day to help our clients.

The role relies on the expert knowledge of the individual to advise potential clients who are enquiring about our services. It is the responsibility of the Client Manager to discuss the options and ultimately convert the enquiry into a case, and manage that case while it is active.

The primary goal of the client manger is to make the client feel like they are in safe hands and give them total confidence and comfort in the knowledge that they are under our care.

The personal skills and temperament of the successful candidate will be of great importance. We pride ourselves on being a caring and friendly, but professional company. Nikki, the company founder has an extensive clinical background with a strong sense of ethics and a desire to help. We believe the growth and success of our business to date is directly attributable to ensuing these values, combined with expert knowledge, are at the core of everything we do. It is therefore essential that our client manager, the primary point of contact with our clients, is able to constantly and consistently uphold these values, and believe in them in the same way we do.

Applications & enquiries

Applicants should submit a CV and covering letter to wendy@theotpractice.co.uk or if you would like to discuss the role in more detail please call Wendy on 0330 024 9910.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are a PRIVATE practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The successful candidate will be responsible for the following core tasks:

- Fielding all enquiries, mainly incoming calls and website enquiries from across the UK
- Converting enquiries to active cases
- Resourcing & managing all active therapy cases - including:
 - Assigning/finding therapists from within or sometime outside of our network
 - Discussing recommendations with the client
 - Managing the process, client and therapist
 - Enforcing agreed deadlines
 - Reviewing reports and treatment recommendations
- Client liaison with the follow types of clients:
 - Individual private client cases
 - Building relationships and generating repeat work with professional clients (mainly Solicitors & Case Managers)
 - Building relationships & contact point with major contracts such as local authorities and schools
- Helping identify opportunities and develop products packages
- Contributing ideas and some time to business development and marketing activities
- In the future, when an additional admin person is required to help manage the case load then the client manager will be expected to line manage the Client Administrator.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Experience within a clinical environment with exposure to multiple specialisms
- Ideally a degree in Occupational Therapy or another professional qualification such as a degree in an Allied Health Profession or nursing
- Experience in private practice is desirable but not essential
- Managerial or leadership experience is desirable
- Willing to undertake a DBS check
- Competent with computers and online technology (tech savvy)
- Excellent written skills. With particular reference to report writing
- Ideally be a member of your professional body.

Ideal professions the candidate will have come from or experience within include:

- Occupational Therapy
- Case Management

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Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for the running of their area of the business, which will take a high level of organization, efficiency and sense of responsibility for it to run smoothly. Important personal skills and attributes include:

- Caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Problem solver and determined – often an enquiry or a case will require them to go the extra mile to get the right outcome for the client and the business.
- Personal pride in their work and a sense of wellbeing from helping clients and the business
- Efficient working style and ability to juggle tasks without missing things
- Excellent telephone manner – chatty and confident but always professional
- Within the team, a desire to question the status quo and be innovative
- Able to remain calm, composed and professional under stressful or confrontational situations

Incentives

We know this role may be challenging at times and require significant effort. We also know the successful candidate will be instrumental in the ongoing success of the business and we believe that the person in this role should have a share in that success. Therefore there will be an incentive scheme linked to the Client Manager role whereby they can earn supplementary income over and above their base salary. The incentive scheme will include a monthly revenue share element, this payment is based on the percentage of revenue the Client Manager bills each month. Full details will be discussed at interview stage.

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links, offering 25 days holiday, plus bank holidays and other benefits.

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