

JOB DESCRIPTION

Administrative Assistant For Key Accounts

Introduction

This is a full time, office based role for a national independent Occupational Therapy Practice, within the centre of Hook, Hampshire. It requires a highly organised and engaging person with excellent communication and people skills. The Key Accounts Administrative Assistant will be highly organised with strong administrative skills, particularly in relation to diligent proof reading.

The Key Accounts Administrative Assistant will work within the established bulk contracts/key accounts team, with the genuine opportunity to develop the role, whilst gaining a valuable insight into many aspects of private practice.

The primary goal of the Key Accounts Administrative Assistant is to provide administrative support to the Account Manager. Your main area of responsibility will be to ensure you are familiar with all active contracts, including the relevant therapists, and clients. You will be expected to liaise with and develop strong working relationships with our therapists, and you must be able to nurture relationships and go the extra mile to foster an environment that genuinely values our clients.

The personal skills and temperament of the successful candidate will be of great importance. At The OT Practice we pride ourselves on being friendly and caring, but professional.

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 0249910

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 overall aim of the Key Account Administrative Assistant will be to assist the Account Manager to ensure the smooth running and timeliness of all ongoing Occupational Therapy contracts. The successful candidate will be responsible for the following core tasks:

1. Administration of key accounts (such as local authority contracts etc) including:
 - Overseeing referral documentation and filing on internal systems.
 - Supporting the preparation of contract documentation.
 - Sourcing therapists for contracts.
 - Regular updates and check-ins with therapists, especially when approaching client deadlines.
 - Proof reading a high volume of reports with an exemplary attention to detail.
 - Contract/report tracking, quality control and managing timescales.
 - Administration for clients, including chasing invoices.
2. Tenders and business development:
 - Monitoring the tenders inbox.
 - Assisting to source documentation and statistics for tender/bid submissions.
 - Managing tender delivery administrative requirements, e.g. tender deadlines, preparing required copies, timely postage/portal submission.
 - Research and data gathering for business initiatives within the key account area.
 - Contribute ideas in relation to business development and marketing activities.
3. Liaising with therapists and clients:
 - Ensuring reports are completed on time and to required high standards.
 - Assisting Account Manager with chasing all month end documents and invoices.
 - Taking calls and enquiries relating to existing contracts when the Account Manager is unavailable and assisting where possible.
4. Reporting:
 - Report internally on progress.
 - Report back to the Account Manager any specific actions or warning of potential problems that requires their attention or that they should be made aware of.
 - Contribute ideas and suggestions on how we can improve our processes and service, in general, to our clients.

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Skills and qualifications

The following skills and qualifications will be required/desirable:

- High attention to detail, particularly demonstrable in relation to proof reading reports.
- Previous experience of project management would be desirable, although not essential.
- An understanding of tenders and contract documentation would be useful.
- Highly competent with computers and online technology (tech savvy).
- Excellent written and verbal communication skills (phone manner is very important).
- An interest in occupational therapy would be desirable.
- Willing to undertake a DBS check.

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be highly organised, efficient and have a strong sense of responsibility. 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.
- Ability to work independently and within a team environment.
- Act on own initiative, self motivated and tenacious.
- Conscientious, hard working and diligent.
- Exceptionally well organised and able to put their own strategies and processes in place to maintain a well organised working environment.
- Be able to earn respect and in turn have authority within the team and therapist network due to excellent knowledge of cases and organisation.
- Outstanding attention to detail.
- Personal pride in their work.
- Desire to progress and develop their professional career.
- Efficient working style and ability to juggle tasks without missing things.
- Excellent telephone manner – chatty and confident but always professional.
- Able to remain calm, composed and professional.

What we offer you

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 a competitive salary depending on experience, with 23 days holiday, plus bank holidays, and other company benefits.

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Person specification

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Good standard of literacy and numeracy (at least GCSE Level C or Equivalent) • IT literate 	<ul style="list-style-type: none"> • Degree or equivalent experience • Word Processing Qualification
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working on own initiative • Experience of dealing with diverse groups of people at all levels • Proven administrative skills such as report reviewing, filing, constructing documents, data entry, monthly reports, data collation 	<ul style="list-style-type: none"> • Experience of working in a similar administrative role • Previous experience of supporting senior colleagues • Project Management experience
SKILLS, ABILITIES AND KNOWLEDGE	<ul style="list-style-type: none"> • Excellent working knowledge of Microsoft Word, Excel and Outlook • Strong organisational skills • Ability to prioritise own workload and meet deadlines • Work accurately with excellent attention to detail • Understand the importance of confidentiality, data protection and security • Ability to develop effective administration and support systems • Excellent written and verbal communication skills • Excellent telephone manner • Is courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels. 	<ul style="list-style-type: none"> • Experience of working with sensitive information and maintaining its security • Ability to solve a range of problems by responding to varying circumstances, whilst working within company policy and procedure • Some experience of project management (formal or informal management) • Is client focused ensuring that the needs of our clients are maintained and managed appropriately
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Positive 'can do' attitude • Self-motivated, flexible and enthusiastic approach to work • Ability to work in a confidential and professional manner • Ability to recognise when issues need to be passed to a senior colleague • Strong interpersonal skills • Enjoy working with people with good team working skills • Ability to establish and maintain strong working relationships at all levels • Willingness to learn new skills • Well presented 	<ul style="list-style-type: none"> • Demonstrable interest in Occupational Therapy • Ability to use tact and diplomacy as necessary

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