

JOB DESCRIPTION & PERSON SPECIFICATION

Account Manager (Maternity Cover)

Introduction

This is a fixed term/maternity cover full-time office-based role in Hook, Hampshire. The role reports to the Clinical Operations Director and requires an organised and engaging person, with excellent people and project management skills. Although a clinical background in Occupational Therapy would be an advantage, it is not a requirement for this role.

The role is to manage the Key Accounts department and ensure a high-quality service is delivered to all of our key account clients. The Account Manager is responsible for developing long-term relationships with our key clients who have ongoing contracts with us. This person will not be expected to win new business contracts although they will have sound business insight and be involved in the process of identifying opportunities and assisting with the tendering/proposal process if required.

The primary goal of the account manager is to ensure that our key clients are provided with a high-quality service and given all the support that is needed. Our Account Manager will be customer relationship orientated and able to nurture relationships and go the extra mile to foster an environment that genuinely values clients. In addition, they will need to work with the Administrative team to ensure that the therapist(s) who are servicing the contracts are delivering what is required to a high standard.

The Account Manager will manage and support a team of Administrators and a Coordinator, who are responsible for ensuring the contracts run smoothly on a day to day basis. The Account Manager will ensure that our KPIs are being met and quality levels expected by our clients are

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upheld and delivered.

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. We believe the growth and success of our business to date is directly attributable to ensuring these values are at the core of everything we do. It is therefore essential that our account manager, one of the primary points of contact with our clients, is able to constantly and consistently uphold these values, and believe in them in the same way we do.

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 keep a client happy.

Details of the role

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

- Client management of key accounts (such as school, local authority contracts etc) including:
 - Pre-engagement meetings and preparation with clients
 - Gain in-depth understanding of client's needs to help refine our scope of work
 - On site meetings/visits
 - Preparation of contract documentation
 - Sourcing therapists for contracts
 - Regular updates and check-ins with clients
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 - Problem solving for clients
 - Handle client issues/complaints if received
 - Case/report tracking, quality control and managing timescales
 - Oversee all invoicing
- Present and analyse monthly performance statistics in Management Meetings.
- Identify areas of change to improve processes and procedures to increase efficiency and profitability.
- Help identify new opportunities to build existing client relationships.
- Assist with new business development within the key account section of the business.
- Research and data gathering for business development initiatives within the key account business.
- Contributing ideas and some time to business development and marketing activities.
- Report internally on progress.
- Managing and developing your team of in-house office staff.
- Developing the external therapists working on your contracts, to ensure they meet the contract KPIs, expectations and standards.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Educated to degree level
- Previous account management experience or similar client facing role is essential

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- Evidence of excellent organisational skills – project management experience is essential
- Managerial or leadership experience is essential
- Experience of reporting KPIs to senior management.
- Experience of putting together tenders
- High level of competency with technology – we will want to see examples of work in Powerpoint and excel (for example complex flow diagrams in Powerpoint and simple pricing models or project budgets in excel and creating charts to go into reports)
- Excellent presentation skills and appreciation for good design, in particular with documentation such as reports & flow diagrams
- A good knowledge and experience in preparing contractual documentation including writing Statements of Work, negotiation of contractual terms & conditions, producing supporting documentation to Statements of Work such as process flow diagrams
- Experience within or knowledge of the healthcare industry is desirable but not essential
- Willing to undertake a DBS check
- Attention to detail and quality – above all else.

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for their clients, which will take a high level of organisation, efficiency and sense of ownership. Important personal skills and attributes include:

- High level of customer focus and business awareness
- A strong communicator, caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Persuasive, with sound influencing and stakeholder management skills
- Problem solver with drive and determination
- Able to understand clients' needs, building trust and establishing a strong rapport
- Well presented
- Personal pride in their work
- Share in a willingness and desire for TOTP to grow and become more successful
- Ability to act on own initiative, self-motivated and tenacious
- Energise, influence, motivate and inspire your team and other colleagues
- 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
- A strong sense of ethics and integrity

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