

JOB DESCRIPTION & PERSON SPECIFICATION

Client Relationship Executive

Introduction

This is a full time, office-based role, working for a growing Independent Occupational Therapy Practice within the centre of Hook, Hampshire. The role requires an organised and engaging individual. This is a rare and exciting opportunity to join an organisation going through significant growth period.

This is the perfect role for someone with exposure to either a client service and/or sales environment. The Client Relationship Executive will have responsibility and input over the approach, strategy and activities for the Supplier Directory. The responsibilities will cover supplier acquisition and management in addition to increasing end user engagement. There will be additional opportunities to work closely with the senior team on other business development projects, ideal for a candidate looking to progress in this field.

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for driving forward growth through their activities, which will require an outgoing, confident, can do attitude, organised and determined individual.

Applications & enquiries

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

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice
- 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 client-focused and want to ensure our clients feel they are in safe hands
- We are driven and go the extra mile if that is what is needed to keep a client happy

Details of the role

The Client Relationship Executive will be responsible for:

Acquisition

- Responsible for achieving the new acquisition revenue targets.
- Establishing tactics, planning initiatives and strategy to acquire new suppliers.
- Source and develop a strong and qualified supplier acquisition pipeline.
- Agreeing the supplier contract and ensure the service is mobilised.

Client Relationship Management

- Responsible for achieving the repeat business revenue targets.
- Establish and develop strong multi contact relationships between senior decision makers and influencers in suppliers organisation.
- Responsible for leading supplier review meetings during contract delivery with the support of relevant TOTP teams.
- Supplier meetings will be held remotely.

Engagement

- Responsible for achieving the Therapist engagement targets.
- Establishing tactics, planning initiatives and strategy to increase Therapist engagement.
- Understand Therapist challenges or concerns with the support of relevant TOTP teams.

Market and Customer Insight

- Develop and maintain an in depth knowledge and understanding of TOTP products and services.
- Ability to demonstrate the benefits and differentiators the products and services deliver to our clients and service end users.
- Know and share market trends and developments, competitor activity and supplier feedback to continuously improve and develop TOTP services.

Projects

- To be assigned ad-hoc business development projects.
- To be able to support Client Relationship Managers on projects within their specialist market.

Applications & enquiries

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

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Proven experience working in some form of sales or customer service capacity.
- We are looking for someone with a desire to forge a career in this exciting industry.
- Excellent presentation, listening and consultation skills.
- Experience with negotiating and setting up agreements/contracts is desirable.
- Maintain any relevant professional registrations, willing to undertake a DBS check.

Personal skills & attributes

Important personal skills and attributes include:

- A strong sense of ethics and integrity.
- Being client and relationship orientated.
- Ability to understand Suppliers and Therapist needs, building trust and establishing a strong rapport.
- Results driven with commercial financial awareness and thrive on working in a target driven environment.
- Good influencing and stakeholder management skills.
- Self-motivated and problem solver with drive and determination.
- Excellent interpersonal skills, caring, friendly and always willing to listen.
- Articulate, positive, enthusiastic and diplomatic.
- Good organisational and time management skills.
- Demonstrate a passion for delivering a high quality service.
- Unwaveringly professional and able to represent TOTP in this respect, in all circumstances.
- Share in a willingness and desire for TOTP to grow and become more successful.
- Commitment to maintain the integrity of TOTP brand.
- Good IT skills.

Applications & enquiries

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