

JOB DESCRIPTION & PERSON SPECIFICATION

Client Relationship Manager

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 with an understanding of local authority policies and frameworks. Ideally suited to someone working at a senior level within adult social care services.

This is a rare and exciting opportunity to join an organisation going through significant growth period. The Client Relationship Manager will have the responsibility for the approach, strategy and activities to support our local authority clients Occupational Therapy needs.

Fundamental to this role is the character and temperament of the individual, they will be expected to be highly organised, efficient and determined. The role requires an individual who is client orientated and must have the competence to work with local authority senior decision makers.

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 Manager will be responsible for:

Acquisition

- Responsible for achieving the new acquisition targets
- Establishing tactics, planning initiatives and strategy to acquire new local authority clients
- Source and develop a strong and qualified pipeline
- Being the primary coordinator on negotiations
- Leading the contract set up and working with the relevant TOTP teams to launch the service

Client Relationship Management

- Responsible for achieving the repeat business targets
- Establish and develop strong multi contact relationships between senior decision makers and influencers in local authorities, associated intermediaries and/or third parties
- Build detailed knowledge of each of local authorities, key stakeholders and their strategy/approach to fully understand their aims, objectives and ambitions.
- Responsible for leading client review meetings during contract delivery with the support of relevant TOTP teams.
- Meetings will be held both remotely and F2F at a variety of locations in the UK.

Enhance and Evolve

- Responsible for enhancing and evolving contracts
- Work consultatively with clients on their strategies, services and programmes, proactively identifying opportunities for further expansion of our services where appropriate.
- Secure development opportunities and coordinating with relevant TOTP teams as required.

Service Delivery

- Work with relevant TOTP stakeholders to ensure delivery of agreed Statement of Works including operational KPI's, client service standards and other contractual commitments as required.
- Responsible for leading the contract completion and closure client review meeting.

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 client feedback to continuously improve and develop TOTP services and Client experience.

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Skills and qualifications

The following skills and qualifications will be required/desirable:

- Proven track record of business development with local authorities or working for a local authority
- Experience with negotiating and setting up contracts or tenders
- Experience managing contracts with clear KPIs
- Excellent presentation, listening and consultation skills
- Good understanding of Occupational Therapy
- Good knowledge of, and well connected within local authorities
- Experience within a clinical environment is desirable
- Educated to degree level 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 clients' needs, building trust and establishing a strong rapport
- Strong influencing and stakeholder management skills
- Self-motivated and problem solver with drive and determination
- Excellent interpersonal skills, caring, friendly and always willing to listen
- Able to remain calm, composed and professional under stressful or confrontational situations
- Articulate, positive, enthusiastic and diplomatic.
- Able to build rapport with a wide range of clients
- Excellent organisational and time management skills, demonstrate ability to prioritise and manage workload
- Flexible in approach, creative and innovative
- 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

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