

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 Occupational Therapy and the Allied Healthcare market. Ideally suited to an experienced Business Development or Key Account Manager.

This is a rare and exciting opportunity to join an organization going through significant growth period. The Client Relationship Manager will have significant responsibility and input over the approach, strategy and activities for their dedicated market. The responsibilities will cover client acquisition, management and development for one of the following markets:

- Local Authorities
- Charities and Case Management
- Education, NHS and Housing

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 take a high level of organisation, efficiency, determination and sense of responsibility.

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 revenue targets
- Establishing tactics, planning initiatives and strategy to acquire new clients
- Source and develop a strong and qualified client acquisition 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 revenue targets
- Establish and develop strong multi contact relationships between senior decision makers and influencers in client organisations, associated Intermediaries and/or third parties
- Build detailed knowledge of each of client, 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 to achieve revenue targets
- Work consultatively with clients on their strategies, services and programmes, proactively identifying opportunities for further expansion of our services.
- 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:

- Experience within a clinical environment with exposure to multiple specialisms
- Experience in the private healthcare market
- Good understanding of Occupational Therapy
- Good knowledge of, and well connected within healthcare
- Experience managing contracts with clear KPIs
- Experience with negotiating and setting up bespoke contracts
- Proven track record of business development
- Experience with tenders
- Excellent presentation, listening and consultation skills
- 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
- Results driven with commercial financial awareness and thrive on working in a target driven environment
- 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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