

JOB DESCRIPTION & PERSON SPECIFICATION

Head of Key Accounts

Introduction

This is a full-time office-based senior-level role in Hook, Hampshire and reports to the Clinical Operations Director and will also work closely with the other Directors. The Head of Key Accounts role requires a leader experienced in working at a strategic level and assuming full responsibility and accountability for their area of the business. Responsible for a rapidly growing area of the business the role requires a resilient and forward-thinking individual capable of problem-solving, decision-making, facilitating change and building and managing a team that delivers against strategic objectives whilst working within the culture and ethos of the company.

As an end-to-end people-based service the role requires an individual who can effectively engage and motivate their team, with impeccable people, organisation and project management skills. The post-holder will also be required to independently manage team performance and ensure the team are working cohesively and effectively.

Although a clinical background in Occupational Therapy would be an advantage, it is not a requirement for this role.

Applications & enquiries

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The role will require 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 commercial acumen and be involved in the process of identifying opportunities and assisting with the tendering/proposal process if required.

The primary goal of the Head of Key Accounts and their team is to ensure that our key clients are provided with a high-quality service. Our Head of Key Accounts will be customer relationship orientated and foster/maintain a culture among the team that is professional, solution-focused and genuinely values clients.

The Head of Key Accounts will manage the team of Account Managers and Account Executives, who are responsible for ensuring the contracts run smoothly on a day-to-day basis in conjunction with their administrative team.

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 Head of Key Accounts 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
- 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 successful candidate will be responsible for the following core tasks:

- Responsibility for overall team including direct line management and ongoing development of team of Account Managers (AMs) and Account Executives (AEs) and supporting AMs and AEs with line management responsibilities, including managing performance.
- Responsibility for recruitment and selection of team members.
- Project-managing contract setup process and devising processes and methods to ensure smooth transition of new contracts to the relevant Account Manager/Executive and their team for delivery.
- Playing a key role in the definition/scope, planning and roll out of new service offerings.
- Responsibility for ensuring the team is working effectively, delivering a high standard of customer service and achievement of KPIs.
- Proactive customer relationship management with key contacts and leading contract review meetings to drive progress and help further establish relationships to assist with repeat business.
- Facilitating the sourcing of therapists for new contracts and leading on managing any therapist performance issues.
- Forecasting and planning of team resourcing in line with sales pipeline and proposing plans and business cases to meet anticipated pipeline demand.
- Acting as point of escalation for clients and responsible for managing any complaints within the Key Accounts area of the business.

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- Analysing monthly management information including P&L and presenting findings in Management Meetings.
- Identify areas of change to improve processes and procedures to increase efficiency and profitability.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Educated to degree level
- Previous senior management team/leadership experience is essential
- Experience in a client-facing role
- Project management experience is essential, with PRINCE2 qualification or similar advantageous
- Experience of carrying out or being involved in recruitment, selection, appointment and management of employees including performance management, probation and appraisals is essential.
- Experience of reporting KPIs to senior management
- Experience of preparing tenders advantageous
- 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:

- Exceptional organisational skills
- Comfortable leading and developing a team
- 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

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- 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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