

JOB DESCRIPTION & PERSON SPECIFICATION

Key Accounts Executive

Introduction

This is a full time, office-based role, in the centre of Hook in Hampshire. It requires an organised and engaging person with excellent people and project management skills.

The Key Accounts Executive will be responsible for the day-to-day management of a portfolio of contracts and projects, providing a high level of project management and a consistently high level of service delivery.

Our Key Accounts Executive will be customer relationship orientated, able to nurture relationships and go the extra mile to foster an environment that genuinely values our clients. In addition, they will need to work with the therapists who are servicing the contracts to ensure they are delivering what is required to a very high standard.

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 Key Accounts Executive, one of our 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 and 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 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.

Applications & enquiries

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

Details of the role

The successful candidate will ultimately be responsible for leading on delivery, monitoring, and completion of projects, in particular the following areas:

- Partnering with the business development team at the appropriate stage pre-contract to understand the contract requirements and what will be required in terms of project delivery.
- Delivering contracts to the agreed scope, on time, to a high standard:
 - Keeping clients updated with progress and identifying any issues and plans for mitigation.
 - Building relationships with project stakeholders including both the customer and the therapists delivering the services.
 - Proactive project management, KPI monitoring and enforcing agreed deadlines – monitoring and follow up on therapist progress and ensuring QA processes are completed within KPIs.
 - Identifying, analysing and managing project risks, minimising the impact on contract completion.
 - Problem solving and administration for clients.
 - Invoicing and budget/spend tracking.
 - Attending client review meetings during contract delivery.
 - Supporting with elements of contract completion and wrap-up.
 - Provide information and reports for senior management as and when required.
- Where appropriate, tasks may be delegated to an Administrator, however the Account Executive retains overall responsibility. This requires maintaining oversight and monitoring across all delegated tasks, ensuring all KPIs and quality standards are met.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Previous account/project management experience or similar client facing role is essential.
- Ability to successfully manage multiple projects and liaise with a number of key stakeholders.
- Evidence of excellent organisational skills.
- High level of competency with technology.
- Excellent presentation skills and appreciation for good design.
- A good knowledge and experience in contractual and project documentation such as Schedules, Briefing Notes, Statements of Work, process workflows.
- Experience within or knowledge of the healthcare industry is desirable but not essential.
- Managerial or leadership experience is desirable.
- 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 clients, which will take a high level of organisation, efficiency and sense of ownership. Important personal skills and attributes include:

- Exceptional organisational skills and ability to manage several projects concurrently.
- Being customer and relationship orientated.
- Ability to understand clients' needs, building trust and establishing a strong rapport.

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- Ability to work with a high degree of autonomy and initiative.
- An approach to work and the role which demonstrates ownership and responsibility.
- Ability to problem solve in a logical and considered manner.
- Results driven with commercial financial awareness.
- Sound reasoning for decisions made, including those needing to be made on-the-spot.
- A strong communicator, caring, friendly and always willing to listen.
- Excellent interpersonal, relationship-building, influencing and negotiating skills.
- Ability to act on own initiative, self-motivated and tenacious.
- Able to understand clients' needs, build trust and establishing a strong rapport.
- Ability to work with a diverse range of individuals and adapt approach and communication.
- Able to remain calm, composed and professional under potentially stressful or confrontational situations.
- Well presented.
- A strong sense of ethics and integrity.
- Personal pride in their work.
- Efficient working style and ability to juggle tasks without missing things.
- Excellent telephone manner – chatty and confident but always professional.
- A team player who takes pride in the achievement of a common goal.

Working with The OT Practice

We pride ourselves on being a caring, friendly and professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. New joiners will receive an initial induction period and undergo a 6-month probation period.

Working hours: Hours Monday to Friday 9am to 5.30pm (5pm Fridays).

Location: RG27 9HY, Hook Hampshire (free on-site parking and close to Hook railway station).

Hybrid Working Scheme (if full time, eligible role, and upon successfully passing probation) an agreed number of days per year to book as home-working days on a Tues, Weds or Thurs.

Holidays: 31 days per year (including Bank Holidays) with option to "purchase" up to 3 additional days each year.

Access to Health Cash Plan providing video GP appointments, cover for routine prescription / other medical costs as well as access to telephone counselling and online physio assessments.

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