

JOB DESCRIPTION & PERSON SPECIFICATION

Key Accounts Account Manager

Introduction

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

The Key Accounts Account Manager will be responsible for the day-to-day management of a portfolio of high profile contracts and projects, providing a high level of proficiency in project management and a wealth of experience of client management and service delivery. They will also work closely with the Account Executives in the client management aspects of their project delivery.

Our Account Manager will be customer relationship orientated, able to nurture relationships and go the extra mile to foster an environment that genuinely values our clients and manages their expectations throughout the project lifecycle to ensure successful delivery of well managed projects. 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 Account Manager, 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.

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 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.

Details of the role

The successful candidate will have 2 key strands of responsibility:

1. responsible for a portfolio of projects, leading on the planning, delivery, monitoring, and completion
2. supporting the Account Executives in their front line client management across their own portfolio of projects.

This role will report directly to the Projects Delivery Manager. The Account Manager will work closely with all Key Account Executives ensuring that project delivery and client management work together in harmony to deliver successful projects.

Mobilisation and planning:

- One of the key factors affecting successful project delivery is the mobilisation phase which takes place between contract negotiation and handover to the Key Accounts team. The Account manager will be a key stakeholder in project mobilisation and will support the evolution of this business critical process.

Delivering contracts to the agreed scope, on time, to a high standard:

- The Account Manager will take on their own portfolio of projects and these will often fall into the following categories:
 - more complex in nature
 - where we need to closely manage client expectations and control scope
 - are particularly large in terms of scale and revenue
 - client system projects.
- The Account Manager will work closely with the Key Accounts Executives playing a key role in supporting them to effectively:
 - plan and deliver the regular client meetings
 - deal with any client related issues that may affect operational delivery
 - work with the Client Relationship Manager to ensure any contractual changes or scope creep are captured and addressed
 - manage project closure to ensure any loose ends are tidied up and lessons learned captured.
- Contractual responsibilities with regards to projects:
 - analysing, understanding and communicating to the wider team the contractual requirements for project delivery
 - proactive project management, KPI monitoring and enforcing agreed deadlines
 - monitoring and following up on therapist progress and performance
 - identifying, analysing and managing project risks, mitigating the impact on contract completion
 - ensuring the commercial and financial aspects of the project are tightly monitored, controlled and reported on.
- Progress updates and communication:

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- building relationships with key project stakeholders internally and externally, in particular the customer and therapists delivering the services
- keeping clients updated with progress and identifying any issues and plans for mitigation
- liaise regularly with the Client Relationship Manager to provide updates on project progress and performance
- work in collaboration with the Client Relationship Manager to prepare for and deliver client review meetings during contract delivery
- provide information and reports for senior management as and when required
- proactive customer relationship management with clients outside of scheduled/contractual monitoring meetings where additional support or escalation is required to facilitate effective project management and progress
- act as an initial point of escalation for clients, investigating and managing complaints as required.
- Finances:
 - Responsible for invoicing the client and managing the therapist invoices
 - Budget/spend tracking and reporting.
- Responsible for contract completion and wrap-up. Work with Client Relationship Manager to produce a project completion report and capture lessons learned for internal purposes.

Team development, line management and resourcing:

- The Account Manager will work closely with the Project Delivery Manager and Operations Director (Key Accounts) to ensure the successful delivery of all projects across the Key Accounts team.
- Work alongside the Key Accounts Executives to ensure the team is delivering to a high standard of customer service and achieving KPIs.
- The Account Manager has responsibility for successful contract/project delivery. This requires maintaining oversight and monitoring across any delegated tasks, ensuring all KPIs and quality standards are met.
- As the structure of the team evolves in response to our strategic growth trajectory this role is likely to involve taking line management responsibility in the future.
- Manage therapist performance issues and work with the Resource Manager to ensure projects are appropriately resourced throughout the lifecycle and any resourcing challenges are identified and mitigated.

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 multiple senior stakeholders.
- Project and/or programme management experience and evidence of excellent organisational skills, attention to detail and quality.
- Experience of reporting against KPIs and presenting to senior management and clients.
- High level of competency with technology.
- Excellent presentation skills with the confidence and resilience to manage senior client relationships.
- Experience in contractual and project documentation such as Schedules, Briefing Notes, Statements of Work, process workflows etc.
- Experience within (or knowledge of) the healthcare industry is desirable but not essential.
- Managerial and/or leadership experience is essential.
- Willing to undertake a DBS check.

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Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take full responsibility for multiple clients and projects alongside working closely with the Account Executives and Projects Delivery Manager in the client management aspects of their projects. This will take a high level of experience and skill in project management and client management. Important personal skills and attributes include:

Client and project management

- Exceptional client management skills and experience of dealing with multiple stakeholders at a senior level, managing expectations and dealing with challenging situations.
- Formal project management qualifications desirable, or alternatively having worked to a formally recognised project management methodology.
- Strong organisational skills and experience of managing several projects concurrently.
- A skilled communicator, professional, confident and always willing to listen.
- Ability to understand clients' needs, building trust and establishing a strong rapport.
- Excellent stakeholder management skills; interpersonal, relationship-building, persuasive, influencing and negotiating skills.
- Ability to problem solve in a logical and considered manner.
- Results driven with clear understanding of the commercial and financial aspects of successful project delivery.

Team management

- Proven track record of successful team and people management.
- Experience of managing colleagues who have their own portfolio of projects to deliver and providing direction and support (desirable, or equivalent experience).
- Energise, influence, motivate and inspire your team and other colleagues.
- A team player who takes pride in the achievement of a common goal.
- Ability to work with a diverse range of individuals and adapt approach and communication.

Other

- Ability to work with autonomy and act on own initiative.
- An approach which demonstrates strong ownership and responsibility.
- Confidence to take decisive action based on a sound understanding of the broader context of operational effectiveness.
- Ability to act on own initiative, self-motivated and tenacious.
- Able to remain calm, composed and professional in stressful or confrontational situations and demonstrate a high level of resilience in difficult situations.
- Well presented and highly professional with considerable gravitas to command senior client engagement.
- A strong sense of ethics and integrity with a high degree of personal pride in their work.
- Share in a willingness and desire for TOTP to grow and become more successful.

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).

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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) 52 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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