

JOB DESCRIPTION & PERSON SPECIFICATION

Key Accounts Executive

Introduction

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

The Key Accounts Executive will autonomously manage our key account clients and contracts, 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.

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 ultimately be responsible for leading on set-up, delivery, monitoring, and closing projects, in particular the following areas:

- **Contract Set-up:**
 - Playing a key role partnering with the business development team in defining services for clients; understanding the client's service, pathways and procedures and how this can be delivered by The OT Practice.
 - Lead project initiation and mobilisation for new clients.
 - Preparing detailed Statements of Work for clients and therapists and any other tools/documents to support delivery such as process flows, example reports or other resources.
 - Resourcing therapy teams and inducting them onto projects as required e.g. webinars, preparing resources or training.
 - Key in planning, scheduling and monitoring activities/deadlines during contracts.
 - Ensuring that contract requirements are understood and implemented in line with client expectations.
- **Project management of key accounts including:**
 - 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 & contact point with major contracts such as local authorities.
 - Proactive project management, KPI monitoring and enforcing agreed deadlines.
 - Regular updates and check-ins with clients and therapists.
 - Identifying, analysing and managing project risks, minimising the impact on contract completion.
 - Problem solving and administration for clients.
 - Financial management and reporting.
 - Responsible for running client review meetings during contract delivery.
 - Responsible for all elements of contract completion and wrap-up.
 - Provide information and reports for senior management as and when required.
 - Help identify new opportunities to build existing client relationships.
- **Team / department development:**
 - Line management, development and motivation of the key account administrative team.
 - Oversight and monitoring across all administrative activities, ensuring all KPIs met and quality standards met.
 - Induction for new starters within the Key Accounts team.
 - Identify areas for development within the internal administrative team.
 - Effective self and team time management.
 - Being able to identify, present and implement appropriate solutions.
 - Contribute ideas and suggestions on service and process improvements.
 - Assist with new business development within Key Accounts.

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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 preparing 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.
- 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.

We pride ourselves on being a caring and friendly, but 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. Based in the centre of Hook, with free parking and excellent transport links, offering 23 days holiday, plus bank holidays and other benefits.

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