

JOB DESCRIPTION & PERSON SPECIFICATION

Project Delivery Manager (Key Accounts)

Introduction

This is a full-time office-based role in Hook, Hampshire reporting to the Director of Key Accounts. The Project Delivery Manager role requires an individual with extensive project or programme management experience. They will be responsible for the delivery of services across multiple projects for Key Account clients within a particular market (for example Local Authorities). Their primary goal will be the effective coordination and management of their team of Account Executives, who will be responsible for the day-to-day client liaison and project management in conjunction with their administrative team, ensuring our key clients are provided with a high-quality service.

As an end-to-end people-based service the role requires an engaging individual, with excellent people, organisation and project management skills. Some knowledge of Occupational Therapy would be an advantage, it is not a requirement for this role. Our Project Delivery Manager will be customer relationship orientated and foster/maintain a culture among the team that is professional, solution-focused and genuinely values clients.

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 successful candidate will be responsible for the following core tasks:

- Responsibility for their team of Account Executives and Administrators, including direct line management.
- Facilitating the mobilisation of new projects within the market they are responsible for ensuring smooth transition of new contracts for delivery – providing direction to all stakeholders, both the internal team and key client contacts.
- Analysing, understanding and communicating to the team the contractual requirements for the project delivery
- In conjunction with the Client Relationship Manager, set up effective internal monitoring process for tracking KPIs in line with contractual obligations.
- Providing structured project management across all active projects their Account Executives are engaged on.
- Liaise regularly with the Client Relationship Manager to provide updates on project progress and performance.
- Maintaining client KPI reports with assistance from Account Executives and support (or when necessary, deputise for) Client Relationship Manager at project monitoring/contract review meetings with clients.
- Proactive customer relationship management with clients outside of scheduled/contractual monitoring meetings where additional support for Account Executives or escalation is required to facilitate effective project management and progress.
- Responsibility for ensuring their team is working effectively, delivering a high standard of customer service and achievement of KPIs
- Managing any therapist performance issues escalated by their team and work with Resource Manager to ensure projects are appropriately resourced throughout the project.
- Contribute to forecasting and planning of team resourcing in line with sales pipeline
- Work with Client Relationship Manager to contribute to project completion report
- Acting as an initial point of escalation for clients and assisting Director of Key Accounts as required in investigating complaints
- 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 programme management or account management experience (or similar client facing role) is essential
- Extensive project management experience is essential, with PRINCE2 qualification advantageous

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- Managerial experience is essential
- Experience of reporting KPIs to senior management / clients
- Excellent presentation skills and understanding of good information design (able to use and present data to effectively communicate the message.)
- High level of competency with technology
- 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 teams and clients, which will take a high level of organisation, efficiency and sense of ownership. Important personal skills and attributes include:

- Exceptional organisational skills
- 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
- 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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