

## JOB DESCRIPTION & PERSON SPECIFICATION

# Resource Manager

### Introduction

This is a full-time office-based role in Hook, Hampshire reporting to the Therapist Network Director. The Resource Manager is a newly created role responsible for managing the coordination and assignment of work to our 250+ strong associate network of OTs. Whilst some knowledge of OT is useful, this role does not require a clinical background. Ideal candidates will have experience managing a large disparate workforce, finding and assigning work to individuals. They will need to ensure those associates needing a pipeline of work are well looked after, as well as supporting the internal clinical delivery teams to ensure we are resourcing all cases and projects effectively.

They will need to be both reactive and strategic. Forecasting and planning will be just as important in this role as rapidly responding to immediate needs and juggling multiple streams of activity.

Whilst this role reports into the Therapist Network Division, its responsibilities span multiple divisions of the business and they will have significant influence across the wider business. They will work with the clinical teams to help resource individual cases and large projects, the Therapist Network team to plan recruitment needs and feedback on therapist performance, the business development team to analyse and plan future pipeline needs.

Critical to this role will be the ability to build strong relationships with our associates. Success will largely be dependent on the ability for this person to gain trust, respect and influence with individuals across our therapist team.

### Applications & enquiries

Applicants should submit a CV and covering letter to [careers@theotpractice.co.uk](mailto: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:

### Resourcing projects & cases

- Responsibility for resourcing all Key Account projects and placements
- Support Clinical Service Managers with finding OTs for referrals they are struggling to fulfil
- Where necessary, instruct and assist the Therapist Network team with immediate reactive therapist searches (outside of network) to fulfil key projects and referrals where we don't have availability.
- Balance needs and therapist availability across each clinical team

### Therapist utilisation & capacity

- Responsibility for knowing, recording and responding to therapist availability
- Primary point of contact for therapists regarding capacity and desire for more work
- Pro-actively seek out work for therapists with available capacity
- Manage and set expectations with therapists seeking work to ensure they are taking cases within a reasonable distance and their capabilities
- Working with clinical teams as well as business development and marketing to ensure we are taking a targeted approach to building caseloads in the right locations where we have capacity.
- Responsibility for internal promotion and awareness of therapist urgently seeking more work
- Review therapist's capacity commitments and negotiate where appropriate to increase overall network capacity from existing therapists

### Therapist performance

- Feedback to the Therapist Network team on the performance of therapists and their willingness to take suitable work.
- Facilitate a rapid progression for new joiner through their probation but seeking appropriate work for them

### Planning and management

- Work with Therapist Network team and Business Development team on resource planning and project pipeline scheduling
- Liaise with managers across all clinical operations to establish and coordinate current and predicted resourcing needs, with ultimate responsibility for defining therapist recruitment needs
- Analyse enquiries and referral conversions lost due to lack of available therapists
- Analyse and pro-active management of therapist availability
- Create and track targets and KPIs - present reports to management

### Engagement with therapists

How the Resource Manager engages with the therapist team will be crucial. They will be expected to:

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- Maintain significant pro-active daily direct communication with therapists (by phone)
- Be highly responsive and be pro-active with communication when seeking work for therapists – even when struggling to deliver.
- Build relationships and trust with therapists to establish a high level of authority and respect
- Be able to influence outcomes and set expectations.
- Feed into Therapist Network marketing activities and communications to therapists

## Skills and qualifications

The following skills and qualifications will be required/desirable:

- Experience managing or coordinating a disparate or large team
- Experience recruiting or placing individuals
- Able to demonstrate previous experience with developing and maintaining a large number of relationships and having strong influencing skills
- Strong commercial awareness
- Experience of reporting KPIs to senior management / clients
- High level of competency with technology and autonomous analytical analysis
- Experience within or knowledge of the healthcare industry is desirable but not essential
- Willing to undertake a DBS check
- Attention to detail

## Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. Important personal skills and attributes include:

- Infectious energy and positivity
- Thrives on talking to people and building relationships
- Enjoys a challenge and overcoming obstacles
- Gravitates to the phone not email
- Excellent telephone manner – chatty and confident but always professional
- Ability to act on own initiative, self-motivated and tenacious
- Exceptional organisational skills
- Efficient working style and ability to juggle tasks without missing things
- 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
- Personal pride in their work
- 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

## 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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