|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Client Manager - Risk PreventionBrisbane | **Responsible to:** | Hospital Client Lead - Global  |
| **Division:** | Business Development and Engagement | **Department:** | Risk Prevention Services |
| **Direct Reports and Level:** | [0] direct reports  | **Scope:** | Client management, business development and delivery – of Risk Prevention to group, corporate members, strategic stakeholders, professional bodies and Cognitive Institute clients, primarily for Australia, New Zealand and Asia |
| **Scale:** | Xxx People£xxx Budget£xxx income |
| **Regulated Function(s) Held:** | Yes/No? |
| **Evaluation Level** | Core | **Role Family** | TBC |

|  |
| --- |
| **Overall Role Purpose** |
| The purpose of this role is the client management, business development of the delivery of educational and consulting services to clients and supporting the commercial success of the department for group and corporate members, and Cognitive Institute clients. |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Support Risk Prevention and in particular the Hospital Client Lead to deliver on the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Support the delivery of the Risk Prevention strategy to plan, cost and quality
* Contribute to assigned Risk Prevention projects and roll out other projects/initiatives within Risk Prevention ensuring delivery of projects to time, cost and quality that can demonstrate a return on investment
* Contribute to and utilise knowledge of competitor activities to inform the insights, product and proposition teams to ensure currency of knowledge and understanding
 | * Strategic priorities Vs plan
* Marketing and Sales delivery Vs plans
* Delivery of projects Vs plan
* Risk Prevention engagement index Vs plan
 |
| **Financial*** Deliver efficient and effective Hospital Client Management , which minimises cost and maximises financial sustainability without compromising the client experience.
* Ensure that individual and team sales targets are met and required KPI’s are delivered for group and corporate members, and Cognitive Institute.
 | * Operational budget Vs Plan
* Member numbers Vs plan
* Income Vs plan
* Retention targets delivered Vs plan
* Operational budget Vs Plan
 |
| **Member*** Identify and utilise knowledge of developments in healthcare, market and member segments and inform the Risk Prevention Department, and MPS more broadly to ensure currency of knowledge and understanding
 | * Net promoter score and evaluation from clients and contractors using Risk Prevention services
* Client satisfaction scores
 |
| **People*** Support and work collaboratively in the Hospital Client Management team to encourage performance and engagement of all the team to focus on delivering for members, have clarity on their accountabilities and comply with all governance, policy standards and processes
 | * Risk Prevention Engagement Index Vs MPS
 |
| **Risk*** Identify and report risks and issues identified within Hospital Client Management and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Comply with appropriate business processes and comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
 |

|  |
| --- |
| **Responsibilities (RACI)** |
| CLIENT MANAGEMENT* Client management within designated geographical areas, including management of enquiries and oversight of implementation/delivery to prospective and existing clients
* Identify and propose adaptations of service delivery to meet specific in-country nuances
* Work collaboratively with the event coordination team to ensure high levels of customer service delivery
* Provide ongoing support and follow up of clients to ensure a high level of client satisfaction with their Risk Prevention experience
* Manage and implement organisation wide programmes, ensure client understanding of critical path activities
* Oversight of contract administration, such as licence/service agreements
* Evaluate, monitor, report and review account performance and plans
* Commercial writing of proposals
* Inform on suitable resourcing for client activity
* Resolve client problems using in-depth local knowledge and expertise.

BUSINESS DEVELOPMENT* Identify and qualify opportunities for business growth
* Support the implementation of the strategic plan for Risk Prevention
* Support development of plans and implementation of marketing and business development
* Attend conferences and events to represent MPS and Cognitive institute
* Analysis of healthcare industry trends and client analysis to inform Risk Prevention’s commercial strategy, business development and future product and service development
* Support the development and implementation of country sales strategies
* Pitching, briefings and presentations of Risk Prevention services
* Analyse, propose and implement processes and procedures to support the department and its future growth, ensuring a continuous improvement cycle
* Understand the products and services to recount and provide briefings for lead generation and sales
* Identify and resolve complex problems in business and product development using member insights, sales results, and member adoption to improve revenue generation and business growth.

GENERAL* Contribute to setting pricing for the department’s products and services
* Meet set budget and revenue targets
* Undertake other duties and tasks that from time to time may be allocated to the role holder appropriate to the level or role.
 |

|  |
| --- |
| **Key Governance Responsibilities** |
| * Not applicable
 |

|  |  |
| --- | --- |
| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | • Educated to a degree standard or equivalent | * Accomplished communication and relationship management skills including the ability to talk with senior leaders in clinical and healthcare associations
* Ability to work autonomously and independently
* Problem solving: Identify and resolve complex problems in business and product development.
* Ability to work collaboratively with internal and external stakeholders
* Strong customer service orientation, relationship building and ability to be responsive to client needs
* Commercial mind-set
* Flexibility and adaptability
* Administrative and organisational skills including advanced computer skills, including Microsoft Office suite
* Track record with high standards of professionalism, ability to meet timeframes and milestones to manage projects
 | * Client management
* Healthcare
* Sales in B2C & B2B
* Working to sales and cost control targets
* Pitching and presentation
 |
| **Desirable** | * **Clinical degree**
 | * Healthcare knowledge in region to understand the changing nature of these markets
* Developing client proposals
* An established network of industry contacts
 | * Working in a training environment
* Salesforce or relevant CRM software
* Sales and client management experience in the primary countries
* Leadership role in healthcare
* Working in multiple countries
 |