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| **Role title:** | Client Manager - UK | **Responsible to:** | Client Management Lead |
| **Division:** | Business Development and Engagement (BD&E) | **Department:** | Risk Prevention |
| **Direct Reports and Level:** | [0] direct reports | **Scope:** | Client management, business development, sales and delivery of Risk Prevention services to MPS Partnership (MPSP) and Cognitive Institute clients globally |
| **Scale:** | 0 people  £0 budget  £0 income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Sales/Marketing/Communications |

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| **Overall Role Purpose** |
| The purpose of the role is to support the acquisition, retention and engagement of clients of MPS Partnerships and Cognitive Institute to achieve commercial success and deliver on Risk Prevention’s (RP) corporate strategy  This will be achieved by identifying client opportunities, understanding the target market, direct and indirect selling to clients, account management from end to end, delivering excellent client service to Groups, corporates and associations and supporting implementation of RP programmes/products to ensure quality outcomes for clients across assigned regions. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**   * Supporting the CM Lead to deliver on the overall RP corporate strategy, sales targets and business performance for MPS Partnerships and Cognitive Institute * Maintaining a high level of client satisfaction * Maintaining a framework for capturing market intelligence and research * Completing assigned RP projects/initiatives to time, cost and quality | * Strategic priorities Vs plan * Marketing and Sales delivery Vs plans * Delivery of projects Vs plan * Net Promotor Score (NPS) * Framework for R&D |
| **Financial**   * Implementing RP projects, as required, to meet strategic direction and revenue targets * Delivering sales targets and required KPI’s for group and corporate members and Cognitive Institute. | * Operational budget Vs Plan * Income Vs plan * Operational budget Vs Plan |
| **Member**   * Challenging the status quo to improve practices within RP to benefit both MPS members and clients * Continuously striving to achieve best possible outcome for members globally * Identifying challenges/issues in relevant healthcare market and member segments for internal and external use informing business development, client management and RP programme development and educating MPS teams more broadly on market opportunity and needs | * Net promoter score and evaluation from clients and contractors to Risk Prevention * Client satisfaction scores |
| **People**   * Working with the MPS Partnership team and wider MPS teams to acquire, retain and engage MPSP clients globally * Building collaborative relationships and maintaining high levels of communication across all MPS departments to achieve outcomes of the RP corporate strategy and commercial targets * Complying with all governance, policy standards and processes | * Risk Prevention Engagement Index Vs MPS |
| **Risk**   * Monitoring and reporting on account performance and identifying key learnings for ongoing improvements in service delivery and support product development * Identifying and reporting risks and issues identified for RP and across MPS enabling resolution and mitigation of potential impact on MPS, members and clients * Complying with appropriate business processes, policies and regulatory requirements (as applicable). | * Risk & Control Self- Assessments |

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| **Responsibilities (RACI)** |
| * Identifying and qualifying opportunities to engage with clients and specified audiences for business growth * Creating timely, compelling proposals and pitches to convert business * Managing and supporting client programme implementation to ensure understanding and achieve successful outcomes * Understanding and promoting products and services as outlined in the Marketing and Communication plan * Supporting the development and implementation of RP global sales strategies * Delivering on assigned RP projects/initiatives to time, cost and quality * Managing and maintaining records to ensure client centric service delivery * Undertaking other duties and tasks that from time to time may be allocated to the CM that are appropriate to the level and role * Keeping abreast of evolving challenges, issues, legislation and client needs and desires; conducting market research and competitor analysis sharing insights, feedback for product development, pricing and improving business growth * Monthly reporting around KPI’s revenue and sales targets and standard objectives |

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

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

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | Knowledge of healthcare Environment  Sales and business development principles | * Demonstrated client relationship management and ability to engage and develop new and existing clients * Excellent oral and written communication skills, including ability to influence and persuade * High energy work ethic, ability to work autonomously and deliver results * Problem solving: Identify and resolve complex problems within existing client base * Ability to work collaboratively with internal and external stakeholders * Demonstrated track record in delivery and management of projects to timeframes and milestones * Commercial acumen | * Experience in selling within a healthcare related environment * Experience in sales in B2B * Working to sales and cost control targets * Pitching and presentations at executive or senior leadership level * Experience with administrative and organisational programmes including Microsoft Office suite * Experience with Salesforce or relevant CRM software |
| **Desirable** | * Knowledge and experience in private hospital sector * Clinical qualifications | * Developing compelling client proposals * Success in achieving sales outcomes * An established network of industry contacts | * Working in a training environment within the healthcare sector * Sales and client management experience within global healthcare market * Leadership role in healthcare |