

IBD REGISTRY CLIENT RELATIONSHIP MANAGER

JOB CONTEXT

The IBD Registry is the first and largest repository of UK IBD data, and our mission is to provide better understanding based on data, to enable better treatments, better medicine, and better information for clinicians and for patients. We're looking for a motivated and organised Client Relationship Manager to be responsible for our relationships with our clients (mainly hospital Trusts), taking the lead in providing a strong support service to clients.

More information about our organisation can be found on our website: www.ibdregistry.org.uk

JOB TITLE

Client Relationship Manager

MAIN DUTIES

The Client Relationship Manager is primarily responsible for supporting clients using our data capture systems, and getting new users set up and helped in getting started in using the system. The goal is to support and encourage quality hospital (clinical) data entry, so thinking about clients' problems and pro-actively contacting them to help is all part of the remit. The Client Relationship Manager will work closely with the Data Service Manager to ensure we provide a high quality service to our users, including preparing and sending the many reports required and for maintaining the related client records for the Trusts. Our clients are mainly hospital trusts and our specialists are medical clinicians (doctors), so exposure to the medical world is helpful but not necessary.

REPORTING AND KEY RELATIONSHIPS

The role reports to the Chief Executive Office, and has key relationships with the Data Service Manager and the Finance & Business Manager. There are also relationships with the Data Analytics Hub (University of Liverpool), the Medical Director and the Clinical Leads.

ROLES AND RESPONSIBILITIES

Client support (Trusts)

1. To positively and pro-actively support clients (hospital Trusts) in the successful use of our data capture tools (primarily a web-based tool)
2. To identify and collate feedback (direct and indirect) from the client users about potential changes to the data capture system that will improve the systems of data capture and flow, and increase client satisfaction.
3. To identify clients (Trusts) that could benefit from assistance (financial or otherwise) in getting their data entered, and, working within the allocated budget and system for this, overseeing the system of data entry grants to do so
4. To on-board new clients onto the data entry tools, ensuring that up-to-date records are maintained for both client and finance purposes, and pro-actively following up on clients where required

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5. To ensure strong shared record-keeping and smooth flow of financial information between client support service and finance, working closely with the Business Support Manager.
 6. If required, to further widespread adoption of the Registry data entry tool by suggesting then undertaking actions as appropriate: giving demonstrations on site, discussing with key Trust personnel, etc
 7. To report on the client service projects regularly and as required, managing the deliverables identified for those projects and tracking the metrics identified.

Other Clients

8. To bring into the same or similar method of administrative support the smaller but growing number of pharmaceutical and other clients.

Data Handling and Information Governance

9. To maintain ongoing and up-to-date records of client details and contacts in an appropriate CRM-style database system (to have key involvement in the planned upgrade of this system)
10. To rigorously maintain the online client mailing lists (currently Mailchimp), ensuring that they are up-to-date and synchronised with the client CRM at all times.
11. To ensure that client details are protected and administered within Information Governance policies and procedures
12. To be the Information Asset Owner for the client-related details and data, undertaking and passing each year the required Information Governance training
13. To understand IBD Registry Information Governance and Data Security policies and procedures and to ensure that all data processing activities (client and otherwise) comply with these.

Client communications

14. To ensure that clients, especially Trusts, have the supporting materials they need in order to operate the data entry service, including patient information leaflets, consent forms, etc.
15. To proactively identify and raise points where client communication may be required or helpful, on any issue
16. To lead on suggesting and writing content for the client-focused newsletter (currently monthly) and other communications channels, including the website
17. Where not otherwise specified, to be the primary 'point of contact' for clients, escalating or forwarding communications to colleagues as appropriate

Other

18. An awareness of Health and Safety legislation, demonstrated in safeguarding the actions of both yourself and others at all times
19. To work within company policies and procedures at all times, proactively raising suggestions for improvement where-ever seen, and writing procedures or supplying content for them where required and requested.

20. To maintain appropriate records and logs as may be required (proactively suggesting if none) so that there is a followable trail of information
21. Any other duties as may be reasonably expected and are commensurate with the level of the post.

PERSON SPECIFICATION:

Essential:

1. Experience of remote client support (primarily phone and email), ideally for web-based/online client systems, with high client satisfaction.
2. Experience or demonstrable understanding of managing (simple) projects, including on-time deliverables, and, if appropriate, managing staff/outsourced third parties providing inputs for those deliverables
3. Demonstrably strong in standard office IT tools such as Excel, Outlook, Word, Powerpoint, etc., and at least familiar with cloud-based office IT, such as Sharepoint, MS365, Mailchimp
4. Demonstrable understanding of Information Governance and Data Security issues.
5. Organised and methodical, with strong time management and work planning skills, including the ability to be flexible where the team schedule requires it
6. Innovative and active problem-solver, open to new learning and continuous self-development
7. Strong team-working skills, with a collaborative approach to working.
8. Excellent interpersonal skills, written and spoken, for support for clients and projects.

Desirable:

1. Exposure to the hospital or pharmaceutical world

SALARY AND OTHER DETAILS

This is a permanent role of 32 hours/week (could be 4 or 5 days/week) and offering a salary of £29,000 FTE.

We offer 25 days holiday each year plus 8 Bank Holidays (all FTE, pro-rata for part time); a 5% employer's contribution to your pension; all our clinical staff are hospital-based so we are experienced at remote and flexible working. Our fulltime working week is 40 hours/week, and there may be a requirement to periodically work outside of standard office hours (usually remotely), for example, to fit in with clinical schedules.

We are a young growing company, and so there is great scope for skills development and real career development opportunity.

KEY DATES AND HOW TO APPLY

Closing date for applications: Monday 9th July 2018 @ 9am

Interview dates: Wednesday 11th July, Thursday 12th July. Please hold these dates in case of interview; if you know you will be away at that time, please let us know at time of application and we will see if we can make alternative arrangements.

Interviews will be at the offices of the BSG (British Society of Gastroenterologists) in Regent's Park, London, but the role will be based south of London - we will soon be relocating to the Epsom-Sutton area, only 30 minutes train journey from Waterloo, Victoria and Blackfriars, 15 minutes from Wimbledon. You must have the right to work in the UK.

Please indicate in your return email if you cannot attend a certain day, and if you have a preference for a certain day, plus morning or afternoon (we cannot guarantee we can meet your preference but it helps us to know)

To apply, all candidates are required to complete and submit the following:

- your CV (maximum 2 pages), including details of your education
- a covering letter (maximum 2 pages) covering three points: why you are the right candidate for this role; how you fit the Person Specification, plus details of your current salary package and notice period, and contact details of two referees including the context in which they know you (one of these should be your current or most recent employer)

(Please note that we will not accept applications that are just a generic CV)

We can only accept applications from candidates who have the right to work in the UK.

If you have any questions, or would like to talk with us beforehand, please email us on support@ibdregistry.org.uk (also for a talk - so that we can arrange a time for a conversation).

We will be shortlisting and inviting for interview in the morning of Monday 9th July; we will inform you if you have not been invited for interview.

Your referees may be contacted prior to a final decision being made, and only after you have attended the interview and with your permission.

An employment decision and offer of employment will be made promptly. We will be looking for the successful candidate to start as soon as possible.

This document describes the main elements of the job. This a new role in a young organisation and this description is a guide to the expectations and main duties as we understand them currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. This document is subject to review on an on-going basis.