Customer Options Executive

|  |
| --- |
|  |
| **Budget:** | n/a | **Function:**  | Customer Options Team |
| **Line Manager:** | Customer Options Team Leader | **Direct Reports:**  | n/a |
| **Our Vision** |
| Improving access to healthcare for all in the UK to:* Lead your best life
* Prevent you from getting a disease you’re at risk of
* Access the best in care (digital where possible, physical where necessary)
* Manage your long-term condition
 |
| **Your Role** |
| The Customer Options Executive role has a very important role to play for Simplyhealth to help drive membership and growth. This is a varied sales role to help maximise each opportunity including;* Lead generation through outbound calling in the corporate market to drive qualified leads to our sales team to follow up
* Direct sales for customers that do not complete the digital journey or require support in their decision making
* Direct retention for customers who have requested to cancel their health plan realise the potential benefits they may have missed with a view to retaining as many customers as possible, this is through inbound and outbound activity
* The longer-term plan is to consider how we could embed Denplan patient retention into this role

You’ll work in a fast-paced sales team environment with responsibility for your own performance and accountability for achieving not just your own, but also the wider sales teams daily, weekly and monthly targets. You will make outbound and inbound calls to qualified contacts, taking advantage of every opportunity to effectively demonstrate the importance of our health plans to improve customers access to healthcare. Using your natural ability with people you’ll promote our products to maximise sales opportunities.As an FCA regulated business we offer non-advised sales. This means you have to meet quality assurance checks on your sales calls so that you are not seen to make any personal recommendations to customers and that you leave each customer with the decision of how they wish to proceed. You will also work in partnership with the sales team on Corporate client retention so we maximise every opportunity by getting the right people in the right place. |
| **Your Responsibilities & Accountabilities:** |
| * Achieving and where possible exceeding your own individual sales targets.
* Manage own performance and personal development, in line with objectives and other development needs identified during the year, to lead to increased performance.
* Deliver exceptional service by ensuring you follow through with all aspects of the sales process.
* Maintain and develop relationships with existing customers via telephone conversations that help the customer recognise and understand the benefits of healthcare products and services.
* Effectively manage your time to contribute towards company targets and profit maintaining the required volume of outbound/inbound calls and maintain agreed standards of response rates on incoming calls.
* Use your personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles as part of your daily conversations.
* Maintain product and process knowledge to ensure that you are fully compliant to sell within a FCA regulated environment.
* Complete personal and departmental administrative tasks in line with agreed processes.
* Ensure that you work in a safe manner and remain up to date and comply with the Health & Safety policy statement and procedures and report any incidents to your line manager.
 |

|  |
| --- |
| **Key Connections:**  |
| 1. Other Customer Facing teams e.g. Sales team, Customer Service, Corporate and Denplan
2. External agencies, customers, clients and suppliers
3. Existing and potential intermediaries/partnerships
 |
| **Key Experience:** |
| * Previous experience in a target driven environment
* Ability to thrive in a fast-paced role
* Self-motivated to achieve the best possible outcome for the business and the customer
* Friendly and approachable – able to build rapport quickly
* Able to think quickly to handle objections and highlight benefits
* Demonstrable passion in healthcare
* Strong desire to achieve and be successful
* Team player, willing to go the extra mile to help the team achieve
 |
| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.**This is our time to survive, drive and thrive…**This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. **Our cultural movement...**To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
|

|  |  |  |
| --- | --- | --- |
| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
 |

 |
|  |
| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.**
* Some UK travel & overnight stays.
* Reasonable role and task flexibility expected given the seniority of the role.
* May be required to lead other business activities or projects in other parts of the Simplyhealth Group.
 |