Practice Support Advisor

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| **Budget:** |  | **Function:**  |  |
| **Line Manager:** |  | **Direct Reports:**  |  |
| **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
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| **Your Role** |
| To work within the Practice Support Team to provide Growth, Sales and Retention support to our member Dentists and their practice teams, while also providing Customer Service Excellence. Working closely with our Business Development Consultants to increase Dentist membership uptake and grow their patient portfolio by proactively identifying and promoting our products and services.The role holder will be confident in their skills and ability, operating mostly within familiar areas and boundaries of their role.  They will have ownership for achieving and improving personal performance, acting on opportunities in their role and seeking new opportunities to develop. A focus will be on achieving personal goals/daily targets and having a personal impact on the goals set for the wider team. They will follow well defined priorities within a given framework and manage with a small degree of ambiguity and will have a clear understanding of how their role fits into the bigger picture and show curiosity to understand the bigger picture. |
| **Your Responsibilities & Accountabilities:** |
| * Answer queries from member dentists and their staff through all communication channels, primarily phone and email, creating a positive and professional impression of the business
* Build and maintain strong, long lasting client relationships to ensure they do not turn to the competition.
* Processing changes to database records and administering requests from practices accurately, ensuring Simplyhealth CMS’s are kept up to date.
* Taking ownership and responsibility for problem solving challenging requests and issue any business risks to the relevant people.
* Develop clients to produce net business growth. Utilising BI, MI and knowledge of all of products and services to proactively identify and act on all sales/growth opportunities for clients to enhance their membership and promote our value for money offering.
* Collaborate with the Business Development Consultants to identify and grow opportunities within your territory. Develop effective relationships with other Practice Support Advisors, Business Development Consultants and across the business to facilitate service excellence.
* Attend events as a professional representative of the company, building relationships face to face and effective handling all enquiries.
* Achievement of growth, sales and service targets and KPI’s on a Monthly, Quarterly, and Annual basis.
* Ensure issues are responded to within SLA’s, and that the level of proactive customer service is maximised to customers.
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| **Key Connections:**  |
| * Dentists and Practice Teams
* Practice Support Management Team
* Administration Team
* Business Development Consultants
* All Customer Service teams
* Professional Services
* Marketing
* Events
* IT
* Finance
* Patients
* 3rd party suppliers
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| **Key Experience:** |
| * Full UK Driving license
* Previous customer service experience either face to face or over the phone
* Experience of handling high pressure situations and deadlines
* Experience of up-selling and cross-selling on existing accounts
* Experience of identifying/actively seeking sales opportunities and effective handling of new business enquiries

Technical* **Professional knowledge** – Job requires a good knowledge and comprehensive understanding of the range of processes, procedures and systems to be used in carrying out assigned tasks and a basic understanding of the underlying concepts & principles upon which the job is based. The knowledge can be acquired through a combination of job-related training and considerable on-the-job experience. The skills and knowledge level can be equivalent to a specialized level within a skilled trade, but are generally non-theoretical skills.
* **Business expertise** – The job requires a basic understanding of their own area/team and how it interacts with others within the organization sub-function. The work performed by the job is closely related to that of other areas to the extent that their performance is subject to their understanding of how areas coordinate and contribute to the achievement of the objectives of the organization sub-function.
* **Problem solving** – The job requires attention to detail in making evaluative judgments based on the analysis of factual information. The job is expected to resolve problems by identifying and selecting solutions through the application of acquired technical experience and will be guided by precedents.

Behavioural**Anticipate and Accelerate – explaining clearly, analysing problems, seeing opportunities*** + Spotting opportunities and escalating issues to improve own performance and processes and costs at team level.
	+ Follow well defined priorities and prioritising within a given framework and managing a small degree of ambiguity.
	+ Clear understanding how your role fits into the bigger picture. Showing curiosity to understand the bigger picture.

**Drive – self-belief, using initiative, aspiring to succeed*** Confident in skills and ability at level, operating mostly within familiar areas and boundaries of role, regularly steps out of personal comfort zone.
* Ownership for achieving and improving personal performance, acting on opportunities in role and seeking new opportunities to develop.
* A focus on achieving personal goals/daily targets and having a personal impact on the goals set for the wider team.

**Partner and Trust – inspiring and engaging others, understanding others, understanding myself*** Open to personal feedback and works on leveraging strengths in the development areas.
* Builds positive relationships with team members and stakeholders, aware of different perspectives and styles.
* Credibility based on a good track record. Confidence to speak up in meetings and state your opinions.
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| **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** |
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| 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.
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| * **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.
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