Relationship Manager

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| Job title: | Relationship Manager |
| Department: | Account Management |
| Location: | Home Based |
| Reporting to:  (job title only) | Head of Client Management |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | N/A |
| Responsible to:  (where applicable) | N/A |
| Job purpose: | To develop trusted and consultative relationships within an assigned portfolio of existing mid to high tier accounts, ensuring successful execution of contract renewals in line with business commercial targets and delivery of growth opportunities. |
| Role and Responsibilities: | * Develop trusted, long-lasting relationships with key internal and external stakeholders * Develop and maintain effective account plans detailing key metrics including revenue, opportunities, risks and performance against contractual service level agreements * Adopt a consultative approach through interactions with customer stakeholders in order to identify opportunities to deliver account growth * Proactively ensuring that all contract renewals are aligned with business commercial objectives * Lead on periodic customer service review meetings in line with an appropriate contact strategy * Build open and effective internal partnerships with key stakeholders across service delivery teams to ensure that customer requirements are met in line with contractual service level agreements * Operating as the primary point of contact for any and all matters specific to your assigned portfolio of accounts, ensuring timely and effective delivery of response * Delivery of customer service presentations to raise product awareness * Maintain up to date product knowledge to actively contribute towards product development and service enhancement * Ensuring all customer records, folders and account plans are accurately maintained * Any other reasonable requests   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) | N/A |
| Training and supervision: | N/A |
| Additional information: | N/A |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * N/A | * N/A |
| **Experience** | * Experience in a commercially focused customer relationship management role * Experience in Business to Business Contract Management | * Experience working within the healthcare industry is desirable but not essential |
| **Skills/knowledge** | * Strong influencing and negotiation skills * Communication and presentation skills with an ability to network and build / maintain strong business relations * Commercial, highly numerate and the ability to analysis and interpret data * Proven ability to understand and translate customer needs in order to aid exceptional service delivery | * Speaks another language |
| **Specialist training** | * N/A | * N/A |
| **Personal competencies and qualities** | * N/A | * N/A |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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