Network Co-Ordinator

# Job details

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| **Job title:** | Network Co-Ordinator |
| **Department:** | Corporate Market Unit (MSK) |
| **Location:** | Remote/Homeworking |
| **Reporting to: (job title only)** | MSK Network Team Lead |
| **Job purpose/Role and Responsibilities** | As a team, we are accountable for all providers on our Network and all patients that are referred out. It is our purpose to ensure that our SLAs are achieved and the patient experiences a seamless best practice journey. The MSK Corporate Network team provides both internal and external customers with exceptional Customer Service and strives for excellence both clinically and operationally.* Build and maintain solid working relationships and partnerships with the current treatment providers within the MSK Corporate marketplace
* Work with the current providers to improve engagement and elevate the patient journey, efficiency and revenue
* Identify gaps in coverage using provided mapping tools and proactively source new clinics into the network.
* Closely monitoring the renewal of contracts, validating relevant insurance documents and negotiate treatment fees with new and existing providers
* Organising and tracking the auditing of existing and potential providers to both improve and maintain quality across the treatment network
* Responsible for maintaining the MSK network; adjusting the system for changes to details, staffing, holidays etc
* Write and distribute a monthly newsletter with important business updates, expectations and guidance
* Conduct regular performance reviews with our MSK providers
* Managing and maintaining high levels of customer service during the day-to-day; emails are responded to in adequate time (within 48 hours in most cases) and in a professional manner
* Be the main point of contact for day to day queries regarding, patient queries and updates, contracts, joining the network, removal from the network and CMS access/queries
* Assist other areas of the business with any network related queries including invoicing and clinical governance queries
* Compilation of weekly or monthly reports for both internal and external colleagues
* Track and analyse complaints about the network and will work with the Operations & Clinical Governance team to close the loop on resulting actions
* Attend onsite meetings with both internal and external colleagues
* Conduct regular analysis of network performance, which can include, but not limited to SLA adherences, active cases and report ratings
* Work in accordance with policies and procedures in relation to Health & Safety, Equal Opportunities and Diversity, and other company policies
* Any other reasonable duties as required

**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. We believe it is the responsibility of everyone to ensure their actions support this 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 if possible to do so and raise with your manager and EDI team
* 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 |

# Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * GCSE Maths, English, IT at C grades and above.
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| **Skills and Experience** | * Excellent coordination, planning and organisational skills.
* Excellent attention to detail.
* Able to use own initiative.
* Superb time management and prioritisation skills.
* Excellent written and spoken communication skills.
* Proven ability to build effective working relationships.
* IT literate, proficient with all Microsoft Office packages and databases, particularly Excel.
* Managing and dealing with either patient or customer lead complaints
 | * An established track record of negotiating, documenting and implementing supplier contracts in a commercially astute manner.
* Previous experience working within a Supply Chain or Procurement setting would be advantageous.
* Understanding of the UK private and public health systems.
* Experience working in a results driven environment.
* Proven examples successful negotiation and sales
* Competent in Microsoft Excel to conduct VLookups, Pivot Tables and Index Matches
* Confident in delivering and presenting information to internal and external customers
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| **Personal competencies and qualities** | * High level of enthusiasm and motivation.
* Ability to work under pressure and to tight deadlines.
* Willing and able to travel within the UK and be flexible around working hours as it may be necessary to work outside standard office hours.
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|  | * Understands and values diversity and shows commitment to equality of opportunity.
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**Version Control**

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| Owner: | Tom Stenning | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Tom Stenning | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 09/07/2020 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
|  V1.1 | 09/07/2020 |  |
| V1.2 | 15/09/2023 |  Updated changes to reflect MSK Network Roles and Responsibilities |
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