

**JOB DESCRIPTION**

JOB TITLE: PMI Customer Account Manager

RESPONSIBLE TO: Business Development Manager

KEY RELATIONSHIPS: PMI’s, External Customers, Consultants, Secretaries, Finance Team, Admissions/Bookings, Operations Team

Job Type: Full-time, permanent

Hours: 37.5 hours per week (Monday to Friday)

Salary: Competitive

**Job Summary**

King Edward VII’s Hospital has been dedicated to delivering outstanding patient care since 1899 and today continues to be one of London’s leading private hospitals. With an enviable tradition of delivering exceptional care to our patients, we take great pride in our reputation as one of the best healthcare providers in the UK.

An exciting role has arisen for the right candidate to support the Hospital’s expansion and growth plans working within the Business Development team. With significant investment currently being undertaken in both services and infrastructure, including the development of a new Outpatient and Diagnostic Centre, The Kantor Medical Centre, and a number of strategic services developments being implemented, this role will be invaluable to support the advancement to the Hospital’s next phase.

The PMI Customer Account Manager will be responsible for managing and developing strategic relationships with Private Medical Insurer (PMI) companies, and other external customers, including development of new customer offerings, other services, and negotiation of contracts and pricing.

**Key Duties & Responsibilities**

* To build on the already established strong strategic working relationships with PMI companies, and develop new customer relationships.
* To lead on the application and negotiation of PMI and other new customer relationship contracts, and develop new innovative engagement strategies.
* Provide analysis of the impact of any changes to customer contract arrangements, so that the revenue impact is understood prior to agreement.
* Work proactively with finance and billing teams to ensure that revenue for insured patients is correct and in accordance with the customer contracts. Provide training and guidance where necessary to ensure billing and shortfalls are managed correctly.
* Work closely with the credit control team to ensure that they have good understanding of customer contracts and provide assistance in discussions with customers to facilitate prompt and complete payment of invoices.
* Identification, ownership and mitigation of customer contract risks and maintain a log of risks and provide regular status updates to the Executive Committee.
* Focus on meeting or exceeding budgetary and agreed performance targets.
* Undertake other reasonable tasks or activities as directed by the Commercial Director and /or Business Development Manager.

**Person specification**

* A strong track record of managing complex high value accounts in the private healthcare sector.
* Knowledgeable across all aspects of the private health care insurance markets.
* Ability to build strong relationships with senior stakeholders and present solutions at Board level with confidence.
* Experienced in leading and developing relationships with senior stakeholders both internally and externally
* Ability to challenge key stakeholders yet maintain strong working relationships
* Experienced in developing existing pieces of business and in leading the development of new services and customer arrangements.
* Results-driven and highly motivated individual who is commercially focussed and demonstrates excellent influencing and negotiation skills.
* Role models excellent customer service behaviours and able to coach others to develop excellent customer care skills which meet and exceed customers’ expectations.