**HSS Client Manager: Job Specification**

Healthcare Software Solutions provides a leading software platform within the Healthcare sector, supplying Radiology information management solutions throughout the UK.

The successful applicant for the following post will be flexible, organised, collaborate effectively with other team members, possess excellent IT and communication skills and enjoy working for a modern high tech and high profile company.

Although you will be required to spend some time within our office in Mansfield, Nottinghamshire, this is largely a field based role so a flexible approach to combining home working with travelling to customer sites will be required.

**Please apply in writing including C.V. to:**

**Brian Smee**

**Healthcare Software Solutions Ltd**

**3rd Floor, i2 Mansfield**

**Oakham Business Park**

**Mansfield**

**NG18 5FB**

**Alternatively Email: brian.smee@hssnet.com**

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**Client Manager**

Reporting to the Regional Sales Manager, the main responsibilities of the role will be:

* Supporting the Regional and Internal Sales Managers on a day to day basis in all areas relating to Sales and Client Management including but not limited to:
* Existing Customer engagement for the life cycle from identifying sales opportunities > product demonstration & clarification of customer requirements > sales closure > assisting project delivery > ongoing account management.
* Personal ownership of specific customers
* Individual Customer visits at least once per quarter unless there is written evidence from the customer declining this.
* Initial response and follow up of customer queries within 5 working days maximum in every case.
* Maintaining accurate and timely records of activity and customer information on the Sales CRM system and in other formats as required.
* Requirement to attend client sites, where necessary, to support the service desk and project management team.
* Attendance of conferences and exhibitions as required.
* Delivery of Service Delivery Reports to customers as required.
* Regular interaction with the Clinical Program Manager and Operations Department to ensure the availability of appropriate resources, and a positive customer experience, in the deployment phase.
* Any other related duties which the National, Regional and Internal Sales Managers feel appropriate.

**Essential experience**

Experience of working within the NHS, preferably within the Radiology Services area, or client management experience in the NHS / Healthcare IT industry is required.

A good knowledge of HSS products and services is desirable but full training will be provided.

Excellent IT skills, especially Word, Excel, PowerPoint and Outlook.

Previous experience of a CRM is desirable.

Excellent telephone manner.

Excellent presentation and communication skills

Ability to manage your own time and prioritise workload

Self-motivated and able to work alone or as part of a team.

Applicants will need to have a full driving licence and a car which will need to be insured for business use.

Remuneration will be commensurate with experience