

<b>Job Title</b> Corporate Client Executive	<b>Job Family</b> Priory Healthcare
<b>Reporting to</b> Director of Corporate Relationships	<b>Job Code</b>
<b>Location</b> London Corporate Office	<b>Evaluation Date</b>
<b>Main Purpose</b>	

The Corporate Client Executive will be responsible for all aspects of referral management for individuals seeking mental health support. Tasks will include patient contact, booking assessments, securing funding, and day-to-day case management for Corporate referrals.

#### **Overview of Responsibilities:**

- Supporting processes linked to end to end referral management, adhering to SLA requirements
- Booking therapy assessments
- Follow up activities linked to older referrals
- Client and Patient Contact (phone, fax, and e-mail)
- Inbox management
- Resolving invoicing enquiries
- Accurate data recording of and issuing internal and external reports
- Upkeep and maintenance of patient data records
- Relationship management of key internal and external stakeholders

#### **Key Responsibilities:**

- Proactive referral management for duration of the referral
- Building and maintaining relationships with key internal and external stakeholders
- Accurate recording for internal and external reports, following SLA requirements
- Professional and compassionate patient and client contact at all times
- Efficient management of e-mail and voicemail inbox systems
- Management and investigation of queries, escalations and complaints including complex cases
- Processing of specified invoices, investigating and resolving invoicing queries
- Proactive management of therapy costs, ensuring accurate rates and Bill Codes are utilised
- Full compliance of Corporate Client team SLA's
- Proactively manage Site SLA's, escalating delays and issues as required
- Ensure all forms of data are correctly recorded and managed within agreed SLA's

#### **Key Candidate Requirements:**

- Excellent written and verbal communication skills at all levels
- Strong Microsoft Office skills necessary. Knowledge of Salesforce a benefit but not required
- Develop and maintain close working relationships with colleagues and clients, showing a strong ability to build rapport
- Ability to work with key stakeholders internally and externally
- Excellent time management with strong organisational skills and be comfortable working under pressure to meet SLA requirements
- Highly driven and motivated to succeed with a passion for excellence
- Flexible approach to hours, work flow, deadlines and business demands
- Excellent customer service skills

#### **Role Requirements**

- Rotating shifts to cover Corporate Clients hours (08:00-18:00, Monday to Friday)
- Accountable for holiday cover planning and handover documentation
- Ad hoc attendance to Referring Provider meetings

#### **Upholding Company Values**

Ensure that the highest standards are achieved by following the five Priory behaviours:

- Putting people first
- Act with integrity
- Being positive
- Being a family
- Striving for excellence