

Job Description

Job title	Private Consultant Partnership Manager	Job family	Business Development and Strategic Growth
Reporting to	Service Development Director, Healthcare	Job code	
Location	Remote	Evaluation Date	TBC

Job Purpose

The Private Consultant Partnership Manager will be responsible for driving Priory's collaborative working with consultant psychiatrists holding practicing privilege agreements with Priory's Hospital and Wellbeing Centre services. By leading on a range of interviews and engagement activities, the Private Consultant Partnership Manager will identify trends and opportunities to improve and innovate partnership working between site managers and the consultant psychiatrists. This role encompasses areas of business development and identification of growth opportunities across the range of services delivered to support site managers wishing to develop new services, and find ways of retaining referrals across all areas of service delivery, whilst also innovating in a digital and competitive marketplace.

The Private Consultant Partnership Manager will work closely with the Corporate Account Manager, site leaders (HDs and Wellbeing Centre Managers)/Medical Directors and wider stakeholders to recruit appropriate new Consultants to Priory facilities alongside providing expertise and training on the management and maintenance of relationships with Consultants who already have a private privilege agreements to practice in partnership with Priory.

Responsibilities

The Private Consultant Partnership Manager will be directly responsible for managing a nationwide project to collect quantitative and qualitative data to build a plan/training pack that can be utilised by operational leaders.

Account management

- Manage and develop a trusted advisor relationship with Visiting Consultants to ensure that key risks or trends are identified and a remedial plan put in place to ensure service levels are maintained.
- To establish and maintain good relationships and communication with Consultants at local sites and across Priory network promoting a culture where HDs are actively involved in decisions on how services are provided and targets delivered in partnership with Visiting Consultants.
- Lead on the strategic development of partnership working to produce a means of improved communication across the services nationally liaising with Visiting Consultants, HDs and cross-functional internal teams (eg. CAM, SDD and operational teams) to ensure the timely and successful delivery of business solutions according to partnership needs actively identifying opportunities for growth.
- Work with HR and Ops to assist with recruitment of new Visiting Consultant partnerships and standardised approach to consultant partner engagement meetings.
- Provide effective and proactive reporting to the business to show benefit of partnership working including the creation and review of a Consultant dashboard to ensure accurate reporting is provided on Consultant referrals, payment and debt activity updating standard operating procedures and training guides to support Visiting Consultants and HD partnerships (Salesforce).
- Communicate clearly the progress of monthly/quarterly initiatives to all partnership stakeholders (inc. meetings and MI reporting) for the service development director, regional Managing Directors and members of the Private and Wellbeing Services network.
- Work alongside the marketing team to identify and engage with Visiting Consultants to grow their practice in a mutually beneficial way to both members of the partnership.

Thought Leadership

- Work with the Clinical Directors and Therapies Director to lead educational training sessions to Visiting Consultants and HDs on maximising opportunities in Private Practice (self-pay and PMI).
- Responsible for educational event management for VC Peer Network Growth to maximise the clinical and commercial benefits of these initiatives.

New Business

- Support Service Development Director in actively seek new Partnership Service offerings (innovation of medical secretarial services and digital solutions to improve Visiting consultant and Priory Partnership experience).
- Continually monitor competitors and market activity nationally to ensure current knowledge and trends are up to date and communicated to internal stakeholders.

Knowledge / Education / Skills

- Graduate level or equivalent.
- Previous experience in a similar role within healthcare is essential.
- Highly self-motivated with the ability to drive change whilst holding a strong focus on Business Development and Sales.
- Ability to access, understand, and explain Consultant referral patterns including the ability to research understand and explain healthcare data.
- Ability to design targeted referral strategies.
- Strong organisational skills, ability to prioritise and multi-task.
- Strong analytical skills and detail orientated.
- Highly numerate, excellent oral and written skills.
- A high level of personal authority, demonstrated by a mature and professional attitude and confidence when presenting to internal and external stakeholders.
- Well-established network with key referrers and proven track record of ability to influence diverse audiences.
- Current and full UK driving licence and covered for business use on your motor insurance.

Experience

- Experience of events and seminar management is desirable.
- Experience working with management teams is desirable.
- Vital to your success is the ability to understand and explain healthcare data in a way shows a good working knowledge of the private mental health market and the consultant-provider partnership relationship.
- Ability to influence at a senior level for Consultant Psychiatrists and internal senior stakeholder representatives.
- Able to articulate clearly and succinctly in high pressure and challenging situations with demonstrable experience of delivering and evaluating communications activities.

Communication

- Strong analytical and communication skills are required for the effective management of relationships of Visiting Consultants with the proven ability to adjust communication style dependent on the situation and message.
- Excellent verbal and written communications including awareness of the impact of communications on a wide range of external agencies, partners, clients, referrers and senior management as required.

Working Environment

- Remote working environment where national travel will be required

- The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

Safeguarding

All Priory Group colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector