

## Job Description

<b>Job title</b>	Private Client Relationship Co-ordinator	<b>Job family</b>	Priory Group
<b>Reporting to</b>	Team Manager	<b>Job code</b>	TBC
<b>Location</b>	Darlington	<b>Evaluation Date</b>	17 April 2019

### Job Purpose

To work as part of an expanding Team in our 24/7 Contact Centre based in Middleton-St-George, Darlington. Role includes dealing with inbound and outbound enquiries to support Private enquiries across the Priory Group. First class customer service skills, a professional telephone manner, computer skills and the ability to achieve Centre KPI's are necessary. Full time roles are available and flexibility will be required around working hours to support rotating shift patterns.

### Responsibilities

#### CUSTOMER SERVICE SKILLS

- Deliver first class customer service to all internal and external Clients. External calls from Private Clients and web based enquiries
- Ensure all enquiries are logged and updated on the appropriate database in line with agreed processes and SLA's using Salesforce system
- All enquiries and referral calls must be progressed using sales through service training received and all business opportunities maximised

#### QUALITY

- To deal with all calls in a professional manner, in line with Call Quality Guidelines
- To share best practice with colleagues
- Adhere to Priory Group Values

#### PERFORMANCE MEASURES

- To achieve all personal objectives, KPI's and SLA's in support of the Centre's performance

#### TEAM WORK

- To make an active contribution to ensure the Team achieve all set objectives
- To be positive with colleagues, supporting your Centre Management Team

#### DEVELOPMENT

- To take ownership of your ongoing development of knowledge of Priory Group services and processes
- Prepare for your monthly development review

#### FLEXIBILITY

- There will be a requirement to be flexible on shift patterns of the 24/7 operation

### Knowledge / Education / Skills

- Excellent verbal and written communication skills, attention to detail
- First class customer service skills and professional telephone manner
- The ability to establish client needs by asking effective questions
- Positive, organised and self-motivated
- Strong computer skills and the ability to capture information accurately

### Experience

- A minimum of 1 years experience in a Contact Centre with proven customer service skills
- Driven and decisive with a track record of exceeding targets
- Healthcare experience is desirable, but not essential

### Communication

- Be confident and articulate and be able to deal with clients, and Priory based staff
- Excellent written and verbal communication skills

### Responsibility

#### **Leadership**

No direct reports

#### **Budgets & Equipment**

To report any issues with Centre equipment and IT infrastructure to Team Manager or Call Centre Manager. Centre budgets will be managed by CCM, processes implemented must be followed

#### **Information**

Direct responsibility for the confidentiality, security and accuracy of client information and marketing information

### Working Environment

There will be a requirement to work flexible shift patterns in accordance with the contract offered

**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"> <li>• Strives to provide a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to support every service user and staff member</li> </ul>
Being a Family	<ul style="list-style-type: none"> <li>• Supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Contributes ideas to support innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>