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## Clinidirect Contact Centre Manager

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<b>Reporting to:</b> Head of Clinidirect	<b>Direct Reports:</b> Yes
<b>Department:</b> Clinidirect	<b>Location:</b> Watford – office-based role

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### Company Information

Established in 2000, Clinisupplies is a UK based medical devices company specialising in the manufacturing and marketing of products for the primary and secondary healthcare sectors. Clinidirect is our home delivery service providing prescription continence products to users in their own home

#### *Mission*

To enhance quality of life and provide peace of mind

#### *Vision*

Access to precision medtech for every patient, globally

#### *Values*

- Agile
- Inquisitive
- Collaborative

### What do we stand for?

#### *Same on outcomes. Better on price*

At Clinisupplies, we make a difference in healthcare. That means understanding our customers' needs and delivering on their biggest priorities. We recognise that the NHS needs to offer quality of care and save money – that's why Clinisupplies offers products that are designed to deliver value to customers. With a strong focus on Urology, Wound & Skin care, and Wound Closure, our products and services are developed to assist clinicians and patients, with practical solutions that provide high quality outcomes at an exceptional price.

### The Role

We are looking for great people managers who have an eye for detail, love a process and aren't afraid to challenge the status quo, helping us build a platform for strong future growth.

Meeting and exceeding business objectives and the consistent achievement of operational KPI's will be a key focus for you as will streamlining processes, managing systems, eliminating process waste and implementing new ways of working. You will also help promote a culture of continuous improvement within the team.

You will manage our Prescription Services team who are responsible for matching orders placed with prescriptions received, liaising with GP surgeries and ensuring that the business continues to bring in revenue through our claiming process.

If you are as passionate about process as you are about people, we'd love to hear from you.

### **Role responsibilities**

*The following provides an indication of the key responsibilities involved in this role but is not intended to be an exhaustive list of all the duties that you may be required to do.*

A summary of key areas of responsibility is as follows:

- Managing a team Prescription Services Customer Care Specialists
- Providing inspired leadership for the team within a time sensitive and demanding environment
- Managing monthly 1-2-1's, quarterly performance reviews and monthly team meeting
- Managing the recruitment of new team members; helping to develop a robust training plan for onboarding new employees within the team
- Identifying and developing talent for long term retention and promotion
- Applying a process of continuous review and proactive management of absenteeism and attrition across the team taking appropriate action where necessary
- Developing and implementing new operational policies and procedures to continuously improve performance quality
- Having a good working knowledge of the telephony teams to enable a broader understanding of the operation and cover the key responsibilities in the Contact Centre Manager's absence
- Working collaboratively with the Contact Centre Manager to ensure smooth operational delivery
- Deputising for the Head of Customer Care where necessary
- Meeting departmental KPI's and providing a root cause analysis when KPI's aren't met
- Ensuring that revenue and profit targets are met by having controls over replacement/emergency / Saturday delivery orders/ overtime costs etc
- Ensuring interaction and call monitoring is undertaken in line with campaign standards and reported monthly across a representative sample of all transaction types; taking appropriate action to correct any shortfall
- Management of customer escalations and complaints
- Taking the lead as a representative for the department with ongoing projects
- Building strong and trusting working relationships with internal and external stakeholders (eg Sales, Clinical Nursing Team, New Product Development, CRM developers, 3CX telephony provider, scorebuddy, Trustpilot, IT support etc) to enable smooth operational delivery
- Maintaining and building on the department's Trustpilot score along with regular campaigns for obtaining feedback from new customers
- Helping shape the departments CSAT and NPS scores

- Keeping up to date with business development and new product lines
- Managing timely data collection and analysis to enhance productivity, reduce errors and deliver excellent customer service
- Liaising with Nursing Home accounts to convert them to self-service ordering via the website
- Helping to create an environment that is considered a 'great place to work' because of its positive working atmosphere and high levels of employee engagement
- Documenting all operational procedures so that staff have a uniform and consistent level of service when interacting with our customers
- Establishing an operational framework to help, motivate and encourage the team
- Holding regular liaison meetings with GP surgeries and Clinical Commissioning Groups (CCGs) to build healthy and productive working relationships
- Ensuring non-prescription-exempt patients pay regularly for their orders received
- Ensuring that the monthly submission to NHS England is completed in a timely manner with all exceptions accounted for
- Monitoring the 'out of stock' list and working with the Procurement Team to ensure that out-of-stock items are managed in a timely manner

### **Experience Required**

- Successful candidates will have a background of operations management. An advantage of lean methodology is desirable
- Strong leadership skills with ability to manage multiple teams and large groups of people
- Passion to win, a self-starter who has a sense of urgency to achieve results
- Ability to self-motivate when needed
- Excellent verbal and written skills
- Good analytical skills and a high level of curiosity
- Robust understanding of the Microsoft suite of packages including Dynamics CRM (Customer database)
- Strong interpersonal skills with a good level of emotional intelligence
- Able to prioritise workload and manage many workstreams at once
- Knowledge of technology industry would be beneficial (eg inbound and outbound telephony, customer satisfaction, Net Promoter Scores etc )
- Demonstrated ability to analyse data, enact change, and think operationally and strategically to achieve business goals
- A working knowledge of ISO 9001 is desirable, as we are aiming to be accredited by the end of this financial year
- An understanding of Pharmaceutical Regulations, drug tariff, Clinical Commissioning Group is desired, but not essential
- An understanding of Electronic Prescribing Services (EPS) is desired but not essential
- A demonstrable background in taking complex processes, breaking them into their component parts and simplifying them would be advantageous
- An understanding of SAP is desirable

Candidates must be eligible to live and work in the UK.



Clinisupplies is dedicated to the continuous development of our employees and offer excellent career prospects for the strong candidate. We offer an attractive benefits package including a competitive salary, 26 days holiday pro-rata (increasing with service) plus bank holidays, contributory pension scheme, profit related pay, private healthcare, EAP, and other varied employee benefits.

Clinisupplies Limited is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

**No agencies please**