

# Senior Account Manager

## Job Description

**Salary range:** £38,955 per annum plus benefits

**Job type:** Full-time

**Contract period:** Permanent

**Reporting to:** Managing Director Picker HWA (Picker Institute Europe Chief Operations Officer)

**Team:** Picker HWA

**Location:** Oxford / hybrid working

## About Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone. Picker HWA is a subsidiary of Picker Institute Europe.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

## Picker HWA

Picker HWA provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a wide range of stakeholders in the private sector to develop and implement evaluation and improvement programmes that help to deliver person centred care.

## Purpose of the role

The Senior Account Manager leads on specific experience evaluation projects and disseminates results to various audiences, including clients, stakeholders, and collaborators. The post holder may also supervise one or more Picker HWA colleagues.

## Duties and responsibilities

### Responsibilities for research and development

- Plan, manage and deliver a range of evaluation projects using Picker's evaluation process and systems. Liaising with clients as required, to ensure a full understanding of requirements and that all commissioned projects are completed accurately and to agreed budgets, specification, standards and timescales.
- Provide professional advice to clients, colleagues and partners, referring to the Managing Director as necessary, to enable the Picker HWA to successfully complete projects to the highest standards.

### Responsibilities for policy and service development implementation

- Build and maintain relationships with new and existing clients, external stakeholders, partners, and collaborators to ensure the organisation understands its clients' current and future needs and clients remain up to date with the products and services available.
- Assist in preparing proposals, tenders and quotations, coordinating input from colleagues as required, ensuring that all documents are accurate and produced to agreed standards and timescales.
- Prepare and deliver results from commissioned projects to various audiences ensuring an understanding of the subject and issues arising and enabling informed decision making.
- Work collaboratively with other teams, creating strong links between other programmes and projects, to promote the use of services, products and survey findings that improve the quality of healthcare.
- Contribute to the development of the organisation's reputation and brand image, by effectively presenting to internal and external audiences.

### Responsibilities for information resources

- Day-to-day project management of experience evaluation projects
- Ensure data and information are collated, stored and analysed in compliance with all company policies, internal working practices and external regulatory requirements.
- Ensure all surveys and other documentation are published in accordance with company working practices, internal working practices and external regulatory requirements.
- Facilitate action planning meetings and workshops for clients for successful use of project findings and recommendations.

### Responsibilities for financial and physical resources

- Monitor agreed project costs, promptly raising any concerns with the Managing Director / COO, to ensure programmes and projects are delivered within agreed financial resources.
- Approve expenditure within agreed financial standards, so that the team's objectives are delivered within agreed financial resources.

## Responsibilities for human resources

- As required provide day-to-day supervision to one or more colleagues and temporary staff, including allocating and monitoring work, reviewing performance and progress, participating in recruitment and selection, managing the initial stages of any grievance and disciplinary matters; and conducting appraisals, to ensure the team’s objectives are delivered to agreed standards.

## Flexibility

- Contributing to the work of Picker as a whole by:
  - Fully engaging and participating in the achievement of Picker’s aims and objectives
  - Advocating new approaches, processes and methods to enhance Picker’s performance
  - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the work of the Directorate.

## General Duties

- Ensuring compliance with ethical and data protection standards
- Other reasonable duties, as requested by line manager

## Person Specification

Experience, knowledge and understanding	
Knowledge and understanding of the variety of survey methodologies available to collect data	E
Experience of writing proposals, tenders and quotations	E
Experience of developing new relationships and business opportunities	E
Experience of giving presentations and facilitating workshops	E
Experience of developing and maintaining relationships with clients, external stakeholders, collaborators or partners	E
An interest in healthcare quality and person-centred care	E
Significant working knowledge of GDPR, ISO27001, ethical requirements around research, and the provisions of the Health and Social Care Act relating to patient confidentiality and research	D
Evidence of frequent and continuing professional development	E
Skills / Abilities	
Excellent project management skills with a track record in undertaking and managing survey research projects from preparing the proposal through to completing on time, on budget and to total client satisfaction	E
Ability to build and maintain a network of relationships throughout the organisation, including with directorate colleagues, and with external partners and stakeholders	E

Demonstrable supervisory or line management skills	D
Ability to present data and information to a wide range of audiences through formal and informal presentations, both written and oral	E
Excellent writing skills and a demonstrable ability to write to a high standard for a range of different audiences and to edit the work of others, including identifying novel/ innovative ways to present to different audiences	E
A high degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role	E
Ability to ensure own and team's compliance with company policies, internal working practices and external regulatory requirements	E
A methodical approach to work and strong attention to detail	E
Ability to manage multiple demands, adjust priorities and negotiate timescales as necessary	E
Ability to apply innovative thinking to identify how new survey methodologies could be beneficial to the organisation and its clients	E
High level of competency in Microsoft Word, Excel, PowerPoint and Outlook	E
Ability to work collaboratively corporately and departmentally, and where necessary with external suppliers and contacts	E
Ability to work to deadlines and tight timescales	E
Ability to manage workload with frequent interruptions, multiple demands on time and requests from stakeholders	E
Ability to work independently, seeking advice on company policy or resource issues as required, and gain required approval at predetermined stages of projects	E
Understands and supports Picker's aims	E
<b>Qualifications</b>	
Educated to degree level or equivalent in a relevant discipline	D

**E = essential D = desirable**

*This job description is not contractual and is liable to change over time.*

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds and we are a Disability Confident Committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter at [Nicola.porter@pickereurope.ac.uk](mailto:Nicola.porter@pickereurope.ac.uk)