Client Engagement Manager
Department of Health Sciences

Closing date: 31 December 2017
Interview date: 18 January 2018
Vacancy reference: 6216
INTRODUCTION

We have an exciting opportunity for a Client Engagement Manager to join the existing PCMIS team and play a key role in developing and supporting PCMIS, an innovative Case Management System for external NHS and Mental Health organisations. Working closely with Account Manager, Business Analysis and Project management team you will be responsible for managing accounts for a portfolio of clients, for major high-profile NHS services and Mental Health providers. Responsible for account management, liaison and customer relationship for all external NHS Organisations and Health Provider SLA contracts that access the Patient Case Management Information System (PCMIS). Providing pre and post sales contact and support. Identify new leads and opportunities through a range of initiatives, including attending appointments with potential new clients, and through account management of a portfolio of existing clients. Develop and implement effective business planning and sales techniques to build client relationships and secure new business with NHS partners, Mental Health organisations and health related charities both in the UK and Australia.

The Department of Health Sciences provide PCMIS to over 12,000 health care professionals in the UK and Australia, supporting NHS services as part of the national Improving Access to Psychological Therapy (IAPT) programme, as well as children and young person services, military veterans, HE student services, research trials and a range of other health services. PCMIS aims to provide a sustainable world class Case Management System using innovative evidence based research to improve patient care and well-being across flexible care pathways.
Main purpose of the role

Working within the existing PCMIS client support team, the post holder will be required to provide pre and post sales customer account support for PCMIS, a collaboration between Health Sciences Mental Health Research and Health Science IT Services, which is used within NHS organisations and Mental Health service providers as part of NHS England’s Improving Access to Psychological Therapies (IAPT) programme. To play a pivotal role in the development and implementation of projects from inception to completion, including the management of the complete project process. Responsible for account management, liaison and customer relationship for all external NHS Organisations and Health Provider SLA contracts that access PCMIS. Identify new leads and opportunities through a range of initiatives, including attending appointments with potential new clients, and through account management of a portfolio of existing clients. Develop and implement effective business planning and sales techniques to secure new business. Take part in a range of project management and marketing activities including those with external agencies and organisations, and be involved with exciting new development opportunities as part of Health Sciences business development.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Manage accounts and Service Level Agreements for a portfolio of accounts, for major high-profile NHS clients and Mental Health providers.
- Provide a pro-active customer focused after sales and customer relationship service to existing clients, attending meetings at both board and user level throughout the UK.
- Identify new leads and opportunities through a range of initiatives, including attending appointments with potential new clients.
- Work together with the business team to develop and implement effective business planning and sales techniques to secure new business.
- Provide a coordinated and responsive service to business enquiries and proactively stimulates these.
- Manage project scoping, planning, initiation, development, review and implementation processes to achieve project deliverables and milestones.
- Plan and run projects using project-management software packages.
- Co-ordinate the work of project teams of in-house staff and external consultants.
- Manage individual members of project teams.
- Work closely with system development team and support team to ensure timescales and scope of projects are effectively managed.
- Establish appropriate project support services and maintain regular liaison with key stakeholders.
- Ensure that relevant personnel are fully briefed and their requirements are incorporated into the project plan.
- Provide regular project reports detailing progress, costs and quality standards as measured against agreed objectives.
- Prepare and maintain comprehensive project documentation throughout the life of each project, and ensure that an auditable trail is available.
- Ensure effective management of any legal, contractual, financial and administrative aspects of the project.
**PERSON SPECIFICATION**

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Educated to degree level or possess equivalent professional qualification</td>
<td>Essential</td>
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<tr>
<td>Qualification in relevant professional, administrative, or advice work</td>
<td>Desirable</td>
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<td>PRINCE2 Foundation Level or equivalent experience</td>
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<td>Relevant Management qualification</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
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<tr>
<td>Experience with using IT systems, particularly Microsoft office, databases and web based applications</td>
<td>Essential</td>
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<tr>
<td>Existing knowledge of account management and administration processes</td>
<td>Essential</td>
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<td>Knowledge of Mental Health or Health related research areas</td>
<td>Desirable</td>
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<td>Knowledge of Department of Health Improving Access to Psychological Therapy Programme (IAPT) and associated Datasets</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
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<td>Well-developed inter-personal skills and a rapport with people from different organisations</td>
<td>Essential</td>
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<td>Ability to communicate clearly, orally and in writing</td>
<td>Essential</td>
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<td>Ability to organise, prioritise and present work</td>
<td>Essential</td>
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<td>Ability to work in a consistently reliable and accurate manner</td>
<td>Essential</td>
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<td>Ability to work independently and as part of a team</td>
<td>Essential</td>
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<tr>
<td>Ability to work effectively and responsibly without close supervision</td>
<td>Essential</td>
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<tr>
<td>Ability to work effectively and to deadline when under pressure</td>
<td>Essential</td>
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<td>Familiarity with contracts e.g. Service Level Agreements</td>
<td>Desirable</td>
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<tr>
<td>Familiarity with using Salesforce/CRM software</td>
<td>Desirable</td>
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<tr>
<td>Familiarity with using Project Management software</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

### Experience

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<th>Essential / Desirable</th>
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<tr>
<td>Essential</td>
<td>Experience of liaising with external clients at senior board level</td>
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<td>Essential</td>
<td>Experience of working in a customer focused administration or account management team</td>
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<td>Essential</td>
<td>Experience of providing high quality customer support</td>
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<td>Essential</td>
<td>Experience of effective business engagement and developing business partnerships</td>
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<td>Essential</td>
<td>Experience of successfully organising events</td>
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<td>Desirable</td>
<td>Experience of delivering high quality presentations</td>
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<td>Desirable</td>
<td>Experience of NHS, Health or higher education sector</td>
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<td>Essential</td>
<td>Experience of liaison with customers, including seeking feedback</td>
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<td>Desirable</td>
<td>Experience of working in the digital technology community</td>
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### Personal attributes

| Essential | Willingness to work in a flexible manner, which may include unsocial hours, overnight stays and frequent UK travel to ensure adequate delivery of customer support |
| Essential | A commitment to delivering a high quality customer focussed service           |
| Essential | Enthusiasm, commitment and ability to produce consistently high quality work |
| Essential | Able to work on multiple projects simultaneously                              |
THE DEPARTMENT

The Department is located in modern, purpose-built accommodation on the University's Heslington West Campus and includes 280 academics, teachers, researchers and support staff engaged in delivering research, professional development, education and training. Teaching and research programmes are underpinned by excellent administrative support systems for staff.

Our core aim is excellence in teaching and research, while contributing to improving health and healthcare through the application of our research to policy and practice. We are committed to having our teaching underpinned by our internationally renowned research. The University has an institutional research strategy [www.york.ac.uk/research/](http://www.york.ac.uk/research/) to which the Department contributes by developing strong and well-resourced research groups.

Our research is characterised by: interdisciplinary and international collaboration; a robust scientific foundation; and relevance for policy and practice. The Department organises its research activities around six core themes: mental health and addiction (Professor Simon Gilbody); trials and statistics (Professor David Torgerson); public health and society (Professor Kate Pickett); cancer epidemiology (Professor Eve Roman); cardiovascular health (Professor Patrick Doherty); and health services and policy (Professor Karen Bloor).

We have strong research and teaching links with the Hull York Medical School (HYMS), supported through a number of HYMS posts embedded our Department. We also have strong links with other centres and departments at York, including the Centre for Health Economics (CHE) and the Centre for Reviews and Dissemination (CRD), as well as other leading UK and international centres of applied health research.

Our research focus is supported by access to and innovative use of population data (including Department-led patient-based data systems), in addition to intervention studies conducted by the Department's trials unit (York Trials Unit) and expertise in secondary data analysis, systematic reviewing and qualitative research. Academic disciplines represented in the Department include epidemiology, biostatistics, health economics, social policy, sociology and applied psychology. Our multi-disciplinary staff group also includes clinical academics involved in public health, primary care and mental health.

Our research rests on close partnerships with health and social care agencies and local and national government, in addition to various third sector organisations and international agencies, such as the World Health Organisation (WHO).
The Department has a strong culture of delivering research impact and in doing research that makes a difference. A key object of our research is to ensure our work has high visibility and impact with national and international audiences. This includes producing evidence which enables practitioners and policy makers to develop more effective interventions and gain insight into how social and economic context mediates the experience of health and the provision of health care.

We are also concerned to develop more speculative and theoretically-informed work critically evaluating the underlying assumptions of policy and practice. To achieve these impacts, we work closely with practitioners, policy makers and other researchers to share knowledge and disseminate our findings. We are equally committed to public and civil engagement and in sustaining our partnerships with third sector organisations and non-Government organisations.

In 2015/2016 the Department’s research related income was over £6.8 million, with over 120 staff actively involved in research. Funding comes from a number of sources including the National Institute for Health Research (NIHR), the Department of Health, the Economic and Social Research Council (ESRC), Medical Research Council (MRC), the British Heart Foundation (BHF), Cancer Research UK, Wellcome and Bloodwise.

In the most recent assessment of research quality in the UK (the 2014 Research Excellence Framework), the Department, along with its partners, the Centre for Health Economics, the Centre for Reviews and Dissemination and the Hull York Medical School, was ranked 7th nationally in the subject area of public health, health services and primary care. Members of the Department also contributed to returns in Sociology (ranked first) and Social Policy (ranked third).

Eighty three per cent of outputs submitted by our academic staff members have been judged as world leading or internationally excellent in terms of originality, significance and rigour. Our impacts were also judged to be outstanding or very considerable in terms of reach and significance. The department was ranked equal first nationally for its research environment and all aspects of our research environment were judged to producing research of world-leading quality in terms of vitality and sustainability.

Integral to our mission is career support, including doctoral studentships and fellowships, as well as the supportive management of those reaching the end of their research contracts.

We currently have over 1000 enrolled students on our suite of health professional education programmes enjoying the highest standards of professional and academic training in a lively and stimulating environment.
At pre-registration level we offer a range of different approaches to studying nursing. Our three year BSc nursing programme spans all four fields of practice (Adult, Child, Learning Disability and Mental Health). We also offer a fast track route to registration for graduates wishing to undertake nursing as a second degree. The Post Graduate Diploma programme is a two year shortened programme for existing graduates wishing to undertake a pre-registration nursing programme in either Adult or Mental Health. We have also developed a 4 year Integrated Masters option for candidates wishing to register as either Adult or Mental Health nurses with a special interest in community and primary care.

We are a highly regarded provider of nurse education achieving status as number one in England for Nursing (2014) by The Guardian League Table. A number of our nursing students have been nominated for and won prestigious Student Nursing Times awards during their pre-registration studies with us. Department of Health Sciences has an international reputation in the area of evidence based practice and teaching across our professional programmes is specifically designed to allow candidates to apply this knowledge to clinical practice.

In terms of Midwifery we also offer a small BA (Midwifery) programme which is one of the most oversubscribed and popular programmes of its kind in the UK. This programme has a strong interpersonal caring focus and has achieved prestigious accreditation with UNICEF for being 'Baby Friendly'.

Our Continuing Professional Development (CPD) / Specialist Skills Post Registration Development (SSPRD) programmes are designed to allow existing registrants to top up their clinical nursing skills in line with local and national health priorities such as long term conditions management, advanced nursing practice and primary care. On these programmes students balance part time study with work applying new knowledge to practice with the aim of enhancing patient care.

The content and delivery of our programmes is developed in partnership with local employers and is specifically designed to meet strategic workforce need locally and nationally. We have excellent relationships with our partner organisations across North Yorkshire in the NHS, not for profit and private healthcare sectors. Our graduates seeking work at the end of the programme achieve close to 100% employment within six months of qualifying and are held in high regard by employers locally and nationally. Each year a number of our graduates choose to take up employment in prestigious national teaching hospitals such as Addenbrookes Hospital in Cambridge, The Christie Hospital in Manchester, Great Ormond Street Hospital in London and The Maudsley Hospital.

We currently have over 200 postgraduate students in our Graduate School which provides a vibrant, multidisciplinary learning environment. We offer a diverse range of full- and part-time taught and research-based postgraduate degrees designed for those wishing to develop and follow a career in public health, health services research and other health-related areas.

With respect to the taught programmes available, we have a Master in Public Health which runs in association with the Hull York Medical School, is suitable for students from a wide variety of disciplines who wish to pursue careers as public health practitioners or work in governmental or non-governmental organisations, both in the UK and overseas. The Department also offers an MSc in Applied Health Research which is particularly relevant for science and social science graduates interested in a career in health services research and health professionals who wish to develop their research skills. Many students from both programmes go on to complete PhD studies. In addition, we run an on-line MSc in International Humanitarian Affairs which allows field practitioners to engage with, and explore the fast-changing, contemporary debates over the theory, policy and practice of humanitarian affairs.

Our PhD students are embedded in one of our research groups and have the flexibility to tailor their studies to pursue their own research interests, and a bespoke training programme is designed in conjunction with the supervisory team to support the development of essential subject-specific and transferable skills for their future careers.

For more details about the Department of Health Sciences and our teaching and research activities please visit our website: http://www.york.ac.uk/healthsciences/
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
**Attractive workplace**

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our [Relocation Package](#) and [Welcome Officers](#).

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our [employee benefit pages](#)
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 6216
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 31 December 2017

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance
Direct any informal queries to byron.george@york.ac.uk
If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835