

**Client Service Co-ordinator**

**Client Services Co Ordinator
Daventry NN11 6UA On Site Clinic**

**£19760 - £23,000 + Mileage Expenses + Excellent Benefits Package**

**Full Time**

**About Us**

PAM Group is a highly experienced Health and Wellbeing Specialist providing services to more than 450,000 employees across the UK in both the public and private sector. PAM Group is recruiting for growth.  We have an exciting business plan and we are looking to recruit professional, talented and committed Occupational Health professionals from a variety of disciplines to join our business to help us achieve our growth plans with new and existing clients in our portfolio.

We’d like to talk to interested Occupational Health professionals about opportunities to join PAM Group and be part of our continuing success story.

**Role**

Due to recent expansion we are currently looking to recruit a customer focused Client Services Coordinator to work on an exciting new project with one of our established business partners.

The role will include responsibility for a specific onsite Health & Wellbeing Centre from an administrative and running perspective, however initially will require the individual to be flexible in working from home, another PAM Clinic until completion of the Centre. Ongoing flexibility to provide cover for annual leave and sickness absence will also be required so, the postholder must have a valid UK driver’s license and access to a vehicle and be willing to travel to multiple client sites

Your continuing professional development is really important to us, our in-house PAM Academy provides opportunities to learn and grow and we have a strong track record of investing in a wide range of qualifications and education programmes to help you further your career with us.

**About You**

* Ensuring that the client experience in relation to contact, enquiries, order processing and general administration functions is exceptional, with a focus on optimizing utilization of clinical staff to ensure client key performance indicators are met.
* Coordinating and Booking of Appointments via our system within client key performance indicators
* Supporting clients with any queries regarding all aspects the of the referral and appointment process
* Ensuring the clinic facilities and stock are maintained adequately. Organization of equipment and consumables required by clinicians.
* Dealing with telephone and email queries
* Ensure that all documentation is uploaded to our system in the relevant areas
* Store all data in line with Data Protection Principles
* Maintaining confidentiality at all times
* Ensuring consistency of service delivery
* Maintaining high levels of customer service
* General administration support as require
* Efficient running of the centre

**Our Values**

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues. Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.
We’re looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

* Hard Work & Enthusiasm; we believe hard work should be rewarded, we go the extra mile to achieve our goas and support each other and enthusiasm and passion are part of our DNA.
* Teamwork & Friendship; our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
* Loyalty & Improvement; we are dedicated to personal and professional development. Our PAM Academy mentors’ colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.

**Employee Benefits**

* Auto-enrolment pension Scheme
* You will have a life insurance scheme valued at 4 x your annual salary
* 33 days annual leave including bank holidays
* Health Cash Plan Scheme, which covers you for things like Opticians, Dental Treatment and even Physio if needed!
* Flexible Working Hours
* Access to a 24/7 EAP Counselling line
* 24/7 GP support line
* Amazing discounts on things like food and drink, retail and days out, all through our rewards scheme.
* As a nurse we’ll also pay for your NMC registration and support you with your revalidation and CPD.
* Support with Training and Development