



We're **hiring!**

Join our team

A background image showing a group of people's hands stacked in a circle, symbolizing teamwork. A large blue curved shape is overlaid on the top half of the image.

**Account Manager –
North West/Yorkshire**

Overview

Account Manager

North West and Yorkshire

Full Time, Competitive Salary plus excellent Benefits Package and Car Allowance

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

We are looking for hands on Account Manager who will be supporting a multiple clients in delivering the support of the Occupational Service we provide. The successful candidate will be responsible for ensuring services are delivered as well as developing effective operational and communication practices.

We believe our clients have significant growth potential and you will be responsible for leading and securing increased growth in income and profit. The role will also involve liaising with clinical leads who supervise and manage the delivery of Occupational Health services.

Our clients have growth opportunities and the Account Manager will be responsible for scoping these, preparing proposals and negotiating commercial terms. Ultimately this role is to develop business relationships with new and existing customers, in order to build upon the services currently provided.

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.

Key Responsibilities

- ❖ To establish and maintain strong client relationships, ensuring they meet and exceed the needs of their clients. The role will include regular contact with the client portfolio, through telephone and face to face meetings, attending contract review meetings, undertaking presentations.
- ❖ Providing interpretation of monthly management information utilising this to deliver insightful and compelling proof of value of MI to clients, agreeing objectives to move the client contract forward and addressing any challenges / issues encountered, Ensuring

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maintenance of managed budgets and liaison with the Regional Director in compliance with fixed fee contracts.

- ❖ Monthly reporting to the Regional Director on the client portfolio will be required.
- ❖ To be aware of the wider PAM service offering and to look to grow existing client services as well as dealing with new business enquiries, proposals and sales. Responsible for the coordination of implementation of new clients including training of PAM systems and services. Working with clients to ensure that aged debt is managed within contractual obligations.
- ❖ Attendance at internal meetings that may be client or company related as well as any internal or external training as identified / required.

About You

- ❖ Previous experience in an Account Manager and Sales role
- ❖ Ideally worked for an Occupational Health Services Provider
- ❖ Good sales and commercial experience
- ❖ Good experience of dealing with clients and colleagues
- ❖ Ability to work to targets
- ❖ Excellent administration and problem solving
- ❖ The ability to manage in a fast-moving environment dealing at all levels in the organisation
- ❖ Excellent communication skills and IT proficiency
- ❖ Be self-confident, smartly presented and well organised in their daily workings

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 goals 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.

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Employee Benefits

- ❖ We pay your auto-enrolment pension contribution of 8%, you can also make enhanced contributions which are matched up to 5%
- ❖ 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

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