**About Us**

ToHealth Ltd, Part of PAM Group, are a privately held company founded by a team of expert clinicians to offer innovative corporate wellness services, health screening and support for individuals with additional-support nee through our neurodiversity solutions. We are a leading provider of diversity and inclusion training, and workplace coaching.

PAM Group provides occupational health and rehabilitation services to a range of multi-national clients in the private sector and public sector organisations. The Directors bring both a medical background and a business management background to the business. This allows empathy and understanding of both the challenges and the requirements of our clients. The strengths of this joined up approach are therefore in the service, which is clear, pragmatic, and wholly aligned to the client's requirements. Since the launch the business has built a strong portfolio of clients throughout the UK and has a comprehensive range of qualified staff based regionally in order to maintain its growth.

We have always sought to provide the highest quality clinical and customer service. We have achieved ISO 9001 and Faculty of Occupational Medicine SEQOHS accreditation these underline our commitment to providing a high-quality occupational health service and rehabilitation services.

We are committed to putting our colleagues first and believe that a satisfied and motivated team best serves our clients.

**Our Mission**

We have a set of values, which are central to how we operate all colleagues must be completely comfortable with these

**Everyday things that matter …………………..**

1. **Giving clients the reason to choose us to provide their services**
2. **Providing the highest levels of service to every client everyday**
3. **To always give clients value for money**
4. **To be the best we can be everyday**

Our mission is simple we do not want to be the biggest but we do want:

***‘To be the best provider of occupational health and rehabilitation services in the UK always exceeding our clients’ expectations’.***

* We believe that people are the most important asset in a business
* We operate to the highest possible standards at all times
* We are committed to developing long term relationships
* We will constantly innovate and improve our service
* We will listen to our clients and respond to their needs
* We will build trust with each other and our clients by being open and honest
* We will not grow at the expense of quality
* We will always seek to work with and for our clients first

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| People Asset Management Ltd is an Equal Opportunity employer and as such aims to eliminate any discrimination in employment practices on the grounds of gender, sexual orientation, gender reassignment, domestic circumstances, race, colour, nationality, religious belief, age, disability, marital status, political affiliations or Trade Union membership.  |

**For further details please contact us on 01925 227000**

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| **Job Details** |
| Job Title | Client Services Coordinator  |
| Job Holder | TBC |
| Salary | £20,500 |
| Reporting to | Client Services Team Leader  |

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| **Job Purpose**  |
| ToHealth is a division of PAM Group which provides Corporate Health assessments and Neurodiversity Solutions. This exciting role will support the Corporate Health and Wellness team as we deliver services to employees and organisations. You will be working with and providing support to a multi-disciplinary team to enable the delivery of our services which include but is not limited to: Health Assessments, Blood Testing, Workshops, Webinars and Long-Covid Management.  |

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| **Dimensions**  |
| This is a remote role with some travel including, when necessary, to PAM’s Head Office in Warrington. The ideal candidate will be able to demonstrate the ability to be flexible and committed to service delivery excellence. They will have strong communication skills with proven customer service and administrative experience within a B2B environment. They will ensure that all communications are managed effectively throughout the business to ensure a timely, and quality service delivery to our clients.  |

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| **Hours**  |
| 40 hours per week, 8:30 – 5pm. Flexibility will be required to meet the needs of the business.  |

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| **Specific Responsibilities**  |
| * Support clients, associates and the internal teams by processing appointments, workshops and resolving customer and order queries, in line with KPI’s
* Prioritise and process customer orders and requests submitted by telephone and email whilst maintaining a high level of customer service
* Increase the business quality through the effective relationship building with clients and colleagues
* Monitor and share business insights /services with the team
* Coordinate and booking of referrals and appointments via OHIO as and when required
* Support clients with queries regarding all aspects of the referral and appointment process
* Respond to and resolve customer queries in a timely and accurate manner via telephone, live chat and /or email
* Ensure that all documentation is uploaded to OHIO in the relevant areas
* Store all data in line with Data Protection Principles
* Maintain confidentiality at all times
* Ensuring consistency of service delivery
* Monitoring OHIO compliance to ensure that all information is correct and complete
* Liaise and build effective working relationships with health assessors, account managers and the management team and providing support to them, where required.
* Provide training and support to new team members
* Provide training and support to customers for using our internal systems
* Develop and maintain effective relationships with admin/client services in other areas of the business
* Provide general support to Client Services Team Leader and the senior management team as and when required
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| **Qualifications & Experience**  |
| Essential * Proficient in MS Office, primarily Outlook & Excel
* Customer Service Experience
* IT Literate
* Highly organised, with the ability to work to deadlines & prioritise own work
* Ability to work individually and as part of a team
* Highly motivated with the ability to use own initiative
* Good understanding of GDPR and confidentiality

Desirable * Familiar with Sage, Xero & Stripe
* Familiar with Wordpress
* Familiar with CRM systems
* Experience working in a healthcare setting in an administrative role
* Familiar with Occupational Health
* Competent in using bespoke databases
* Experience in a B2B role
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| **Person Specification** |
| * Hard Work & Enthusiasm – We believe hard work should be rewarded and we appreciate employees who go that extra mile to achieve their goals. Enthusiasm to us, comes from within, and shows a real passion for what we do.
* Teamwork & Friendship – We want all of our colleagues to have a feeling of belonging, and we understand that collaborative working means better decisions making and supporting one another to achieve common goals.
* Loyalty & Improvement – PAM Group are committed to its employees and dedicated to their personal and professional development. PAM Academy mentors’ colleagues and provides support to help them be the best they can be every day.
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