

<b>JOB TITLE</b>	Supply Chain Relationship Co-ordinator
<b>LOCATION / DEPARTMENT</b>	Suffolk House (IPRS Health Head Office) with UK based travel
<b>REPORTS TO</b>	Supply Chain Manager
<b>ACCOUNTABLE TO</b>	Commercial Director
<b>ACCOUNTABLE FOR</b>	None

**MAIN PURPOSE OF THE JOB: (JOB SUMMARY)**

To work within the Supply Chain team to assist with the management and relationship with our Clinical Network, supporting the Supply Chain Manager visiting clinics to aid clinical governance, KPI compliance, audit and maintain high service standards, in addition providing general administrative duties and telephone support.

**KEY TASKS AND RESPONSIBILITIES:**

Supply Chain Relationship Duties

- To create, develop and maintain IPRS Health Clinical Network relationships and ensure loyalty through excellent customer service (retention of contract)
- To undertake site visits, in order to develop Supply Chain relationships
- To assist with the on boarding of new clinics within the Supply Chain
- To assist the Supply Chain Manager with regular monthly MI, to designated Clinics of responsibility, providing education and support to improve performance / compliance to KPIs / SLAs
- To seek new opportunities within the existing Supply Chain, including new services/modalities or further services and enhance national Supply Chain coverage aiding in clients business i.e. MSK, Mental Health & Wellbeing
- To support the wider business strategy to develop robust relationships with MSK, Mental Health, Ergonomics and Hospital Group networks

Supply Chain Governance Duties

- To assist the Supply Chain Manager in regular site visits to ensure Clinical Governance and Health & Safety standards are maintained to ensure all practices are safe for patient use
- To undertake administrative and face to face audits to ensure members of the supply chain maintain professional registration and CPD
- To work closely with IPRS Health Clinical Governance and Information Security Governance Officers to support training, audit and surveys to the Supply Chain to support the IPRS Health Governance Policies and Procedures.

Supply Chain Commercial/Business Duties

- To liaise with the business development team in collating data for new tenders, new contracts & continuing performance reviews;
- Work with the Supply Chain Manager to achieve commercial targets for standard and specialist clinical services
- Deputise for Supply Chain Manager

Supply Chain Management Administrative Duties

- To coordinate the administrative functions with IPRS Health’s Musculoskeletal, Psychological, Ergonomic and Hospital Network Supply Chain;
- To answer incoming calls from, and make outgoing calls to, IPRS Health’s Clinical Supply Chain and colleagues in a timely and courteous manner;
- To ensure all internal and external Clinical Supply Chain documentation is kept up to date and coordinate supply chain review documentation
- To ensure that all enquiries, internal & external are responded to within an agreed timescale, including recording and referring to appropriate individuals within the business;
- To work with the Supply Chain manager to continually improve the standards of the Clinical Supply Chain and optimise working processes enhancing personal working efficiency;
- To assist the Supply Chain manager in ensuring the Clinical Supply Chain achieve company Service Levels and KPIs;
- To assist the Supply Chain manager in investigating and responding to complaints relating to the Clinical Supply Chain
- To assist in maintaining and updating patient records on the Patient Management System;
- To maintain the IPRS Health Musculoskeletal Network website with updated news & information;
- To liaise with other IPRS colleagues, i.e. Clinical, Operational, Finance, HR etc. to ensure smooth service delivery.

## COMPANYWIDE RESPONSIBILITIES

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and To comply with the Corporate Data Protection Policy which covers all aspects of IPRS' business in both electronic data and manual filing system;
- ensure that agreed safety procedures are carried out to maintain a safe environment for employee, patients and visitors;
- To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to;
- To learn administrative processes for all IPRS Health contracts and provide support across the teams when required due to sickness, holiday absence and unexpected peaks in work.

## PERSON SPECIFICATION

(E) Essential (D) Desirable

### QUALIFICATIONS AND TRAINING:

- GNVQ/NVQ Level 2 qualification or equivalent or
- 6 GCSE/O level passes A-C or equivalent, including English and Maths (E)
- Evidence of continuing professional development / learning (D).

### EXPERIENCE AND KNOWLEDGE:

- A minimum of 5-years administration or customer service experience (E);
- Experience of working within a private health, fitness or wellbeing industry (D)
- Experience of dealing with medical professionals (D)
- Experience of network relationship management (D)
- Experience of using various Microsoft programmes and databases (E)
- Awareness of UK and Northern Ireland based geographical including travel times (E)

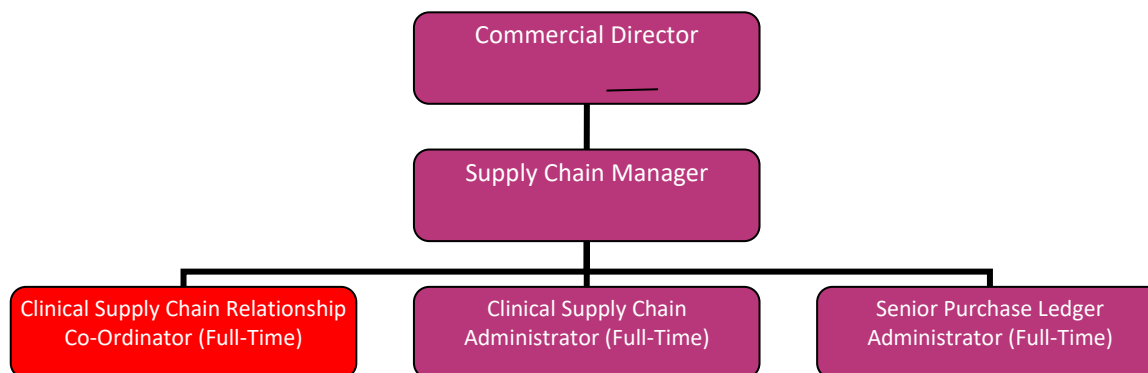
### SKILLS AND ABILITIES:

- Ability to manage existing customer relationships, and proactively develop further work volumes (E)
- Ability to communicate effectively with internal and external customers verbally and in writing (E);
- Ability to time manage in order to meet agreed deadlines in a demanding environment (E);
- Ability to build good relationships (E);
- Able to communicate in an effective and efficient manner with good etiquette (E);
- Able to present oneself in a professional and competent manner (E);
- Clear and concise written and spoken communication skills, in particular a friendly telephone manner (E);
- Attention to detail and the ability to record information accurately (E);
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment (E);
- Ability to work on own initiative with minimal supervision in a proactive manner (E);
- Team worker who is flexible and has a positive attitude to learning and self-development.

Driving Licence: Yes

DBS: Yes

### Specific Organisational Structure



The red box denotes this job role.

Date: February 2018