

Job title: Regional Account Manager

Reporting to: Training Manager

Issue date:

Location: Field Based

SUMMARY

Providing IT solutions for Healthcare organizations at all levels i.e. General Practice, PCT / LHB, enabling them to provide improved patient care whilst attaining maximum threshold for the nGMS contract.

DUTIES AND RESPONSIBILITIES

- Attend Healthcare organizations to run searches and audits using available clinical IT systems and tools
- Explain the significance of these results and agree action plans and complete site reports
- Provide clinical IT systems training e.g. iSOFT, InPS, EMIS etc
- Provide non-clinical IT training e.g. MS Word, MS Excel etc
- Write documentation for training, programmes and projects
- Run training courses
 - Workshops
 - One-to-One
 - Seminar
- Manage electronic diary systems i.e. Webcogs
- Manage and promote own area
- Compliance to Caldicott Guardian
- Compliance to ABPI guide when delivering pharmaceutical sponsored solutions
- Compliance to Oberoi internal procedures
- Effective communication and interaction with all clients and customers
- Keep up to date on NHS policies and guidelines
- To produce account plans
- To regularly review and update territory account plans
- Provide training on all third party software such as Maclean McNicholl and Oberoi Clinical Observations.

JOB REQUIREMENTS

- Full UK driving licence
- IT literacy

Experience

- Experience in the workings of the NHS.
- Some clinical knowledge of patient care pathways
- Experience with Primary Care clinical systems
- Experience with Microsoft Office
- Presentation skills
- Excellent analytical skills
- Low need for management intervention

Core Competencies

Competency	Definition
Analytical Thinking	The ability to understand an issue, situation or problem by breaking it apart into smaller pieces, or tracing the implications of a situation in a step by step way. It is about analysing and interpreting data to come to a decision or to find the root cause of a problem.
Concern for Quality	The underlying drive to ensure that quality is not compromised within the working environment. It includes the identification and maintenance of standards to meet the needs of the business, together with a desire for accuracy, order and safety in the workplace
Customer Focus	This is the habit of constantly directing thinking and action to the customer. It involves focusing eternally rather than internally and prioritising activity that either directly or indirectly enhances Oberoi's relationships and ability to do business with important customers. Customer focused colleagues understand the world of our customers, understand how their roles play a part in enabling Oberoi to interact effectively with our customers and find new ways to enhance that effectiveness.
Drive for results	The drive to put energy into achieving results, and takes action to exceed goals and expectations. This includes striving to continuous improvement, taking calculated risks to actively pursue opportunities to make Oberoi's products, services and work practices more efficient and effective.
Planning & Prioritising	The ability to identify what needs to be done, and to develop an appropriate plan of action in order to accomplish an objective, and to monitor progress against it. This includes the ability to organise resource, identify and prioritise key issues in addition to implementing the plan in the best, most efficient and the timeliest way possible.
Understanding the Organisation	The ability to learn, understand and work with the different relationships, which exist within Oberoi and other organizations (including clients and customers). This includes taking time to identify the key decision makers and influencers and to understand their main business drivers in order to impact decision-making and get things done.

SIGNATURES AND DATE

Staff Member:

Name: _____

Signature : _____

Date: _____

Line Management:

Name: Sharon Pothe Cary _____

Signature : _____

Date: _____