

Job Description & Person Specification

Position:	OH Account Coordinator (OHAC)
Reports to:	OH Account Team Leader
Salary band:	Dependent on experience
Position type:	Full Time / Permanent
Hours:	Monday to Friday 9-5
Location:	Office, Hybrid

Job Summary

The OH Account Coordinator (OHAC) is the key liaison between the OH practitioners and the clients. The OHAC will provide proactive and robust customer service, focusing on client relationships and ensuring that KPI's are met.

Key Relationships & Role Responsibilities

- Demonstrate the ability to interact, cooperate and establish effective working relationships with all Corazon Health employees, managers and direct reports.
- Build trust, value others, communicate effectively, work collaboratively, solve problems creatively and demonstrate high integrity and ethical behaviours.
- Maintain professional internal and external relationships that meet Company core values, encouraging employee voice to enhance productivity and organisational performance with all Corazon Health clients, contractors and suppliers.
- Demonstrate & role model our **ELITE** behaviours, leading by example to encourage a culture of fairness, equity and engagement.

ELITE VALUES





Engage

We promote an environment of positive collaboration and communication, where we actively listen, support, respect and value each other.



Lead

We believe in demonstrating fairness and consistency while leading by example to achieve our shared ambitions.



Inspire

We thrive on each other's growth and successes, recognising and rewarding a diversity of talents, endeavours and loyalty.



Trust

We embrace a culture of openness, honesty and integrity as a foundation of our commitment to each other.



Empower

We encourage initiative, value responsibility and nurture growth and development to enable us to flourish.

Business Development

- Assist in the delivery of approved strategies.
- Play a significant role in long-term planning, including initiatives geared toward operational excellence.
- Improve the operational systems and processes in support of Corazon's mission – specifically in relation to building strong relationships with your core client base.

Client Relationships

- Develop good relationships with clients.
- Demonstrate initiative and best practice.
- Respond to requests from clients promptly.
- Consider and initiate upsell to clients in terms of our core services.
- Maintain a high level of confidentiality.
- Proactively monitor KPI's ensuring Team Leaders are informed if there is going to be a failure, so that the necessary steps can be taken to avert this.
- Action any tasks created during review meetings promptly to ensure we are responding promptly to client needs.
- Ensure clients are updated on progress of cases or other tasks.

Job Knowledge

- Have an expansive job knowledge base and a good understanding of all Corazon services.
- Demonstrate a thorough knowledge of OH Kit, be able to confidently equip a nurse for clinic, and train new starters to recognise the equipment.

Day to Day Tasks

- Ensure diary bookings for Practitioners are effective, alerting the Logistics Manager as to any concerns.
- Oversee daily workload of current clients.
- Have a high standard of formatting and sending reports, ensuring these are accurate and timely.
- Database (Cohort) management, to ensure accurate record keeping.
- Book internal and external appointments and clinics for Corazon Health Practitioner
- Ensure PO numbers are obtained for all billable work.
- Check recalls, keep clients up to date with health surveillance & ensure these are booked.
- Proactively manage wellbeing and flu campaigns for your clients to ensure we are achieving maximum growth potential.

Development

- Be willing to undertake further training to enhance performance.

Other:

- Manage your own workload in the face of unpredictable and conflicting demands, which may lead to moving deadlines or making adjustments to meet client or Company requirements at short notice.

- From time-to-time ad hoc support and specialist input may be required from the postholder to allow the company to meet its objectives. There are times where an “all hands-on deck” approach will be required.
- Perform duties/lead on projects not specifically identified in the job profile but which are in line with the general responsibilities of the post.

Please be aware that this job description may evolve or be amended as business needs dictate.

Person Specification		
Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • English and Math’s (Grade C) 	
Skills/Competencies	<ul style="list-style-type: none"> • Excellent interpersonal communication skills, both written and oral are essential. • Enthusiastic • Highly organised and able to work autonomously. • Resilience as this is a busy role. • Confident in day-to-day tasks and proactive handling of problems. 	<ul style="list-style-type: none"> • Positive attitude • Proactive approach to helping others.
Experience Required	<ul style="list-style-type: none"> • Full working knowledge of Microsoft Office. • Proven Health administrative experience or a transferrable skillset. 	<ul style="list-style-type: none"> • Previous experience in a similar role.
Personal Qualities		Full, Clean driving licence & access to dependable vehicle (due to location of office).

Employee Benefit Package

1. 25 days holiday (pro rata if part time)
2. Hybrid working
3. Length of service awards
4. Group life insurance (Death in Service)
5. Flu vaccination/voucher scheme
6. Benefits platform, including;
 1. Retail discount scheme
 2. Gym discounts
 3. Health Shield – Health cash plan, including;
 1. Employee Assistance Programme (EAP)
 2. SkinVision – mole/cancer checking application
 3. Online health assessments
 4. GP Anytime; virtual GP surgery and private prescription service

Corazon Health Limited

Corazon Health is a private sector business to business OH provider, servicing clients across the UK. Our services focus on supporting management of health in the workplace. We have a diverse portfolio of over 300 clients, who are in an equally diverse range of business sectors such as education and manufacturing.

Equal Opportunities

Corazon Health supports the principle of Equality and Diversity in employment wholeheartedly and opposes all forms of unlawful or unfair discrimination on the grounds of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We take every possible step to ensure that individuals are treated equally and fairly and that decisions on recruitment and selection are based solely on individual merits and abilities, appropriate to the job.

We work within the requirements of all current legislation, and we implement the provisions of regulatory codes of practice in employment.

How to Apply

To apply for this role, please send your CV and a Letter of Interest (covering letter) to Neelam Damania, HR Senior Coordinator, in your first instance: neelam.damania@corazonhealth.co.uk

If you have any questions, please do not hesitate to ask.