

inhealthcare

JOB TITLE:	PROJECT COORDINATOR
DIVISION:	PROFESSIONAL SERVICES – INHEALTHCARE
JOB LOCATION:	HARROGATE
REPORTS TO:	PROJECT MANAGER – INHEALTHCARE
LAST UPDATED:	JUNE 2018

The Project Coordinator will be accountable to the Project Manager. The main purpose of the role will be to provide project coordination activities to support Inhealthcare, using organisational and communication skills to meet deadlines and prioritise tasks effectively.

The Project Coordinator will liaise with all other Inhealthcare departments and partners to effectively act as a point of contact in order to manage our customers.

Key Responsibilities

It is expected that responsibilities will include but not be exclusive of any other role requirements:

Project/Contract management

- Supporting the project delivery of new customer contracts.
- Assisting the Project Manager to develop processes and procedures as the PMO expands
- Attending review meetings and project board meetings as required by customers.
- Supporting the Project Manager in the development of new services for implementation in new and existing customer bases.
- Providing regular feedback to the Project Manager on the progress of project implementation and customer updates.
- Ensuring that lessons learnt from all projects are properly documented and adequately communicated to the Project Manager.

Customer Support and Training

- To develop a good understanding of all areas of our application software to ensure you are able to provide the customers with excellent support both during implementation and into BAU.
- Working with the Project Manager in the creation of user guides.
- Reviewing existing user guides to ensure they are in line with customer “ways of working”.
- Reviewing product documentation in association with the Product Management team.
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- Assisting the Project Manager with customer engagement meetings
- Assisting with the creation of project plans for implementation.
- Answering inbound calls to the customer support line and resolving customer queries.
- Delivering customer training including go-live support and occasional patient training where requested by the Project Manager/ customer.

Systems administration

- Managing complaints and escalations to the Project Manager and collating the relevant information from the customer to assist with resolution.

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Billing, Invoicing and payments

- Assisting with billing, invoicing and payment processes including liaising with the accounts team.

Relationship Management

- Regular and clear communications with customers and the various departments within Inhealthcare.
- Keep up to date regarding changes customer sites and in the product marketplace to be able to advise customers on the relevance of our products in meeting their requirements.
- Ensure the customer has a copy of the most recent Customer Service Plan and understands the support process.

Support to other inhealthcare departments

- Working with other departments to improve the customer experience and advising of any new opportunities within the account base.

Person specification

- Experience working towards deadlines and prioritising tasks under pressure.
- An empathetic individual able to work with patients and clinicians to understand and assist with any challenges they may encounter during and after project implementation.
- Excellent relationship management skills with colleagues and customers.
- Positive approach to taking on new tasks and a great team player.
- Demonstrable time management and organisational skills.
- Willing to contribute ideas and suggestions for improving workflow and efficiency.
- Very independent with a proactive approach to finding solutions and problem solving
- Quick learner with an ability to multi-task and handle variable workloads
- Confident in communicating professionally with internal colleagues and at multiple levels of an organization
- IT skills, experienced with business computer programs; MS Outlook, MS Word, MS Excel etc.

ISO

A successful candidate will be responsible for ensuring that they are aware of the security policies and procedures of the Information Security Management System (ISO27001) and how these specifically relate to the information resources they have access to.

All security events, whether suspected or actual, must be reported immediately to the Information Security Manager on detection, without exception, including underperforming or broken processes that may lead to information leakage or a security breach.

Responsible for ensuring that all activities are carried out in accordance with their requirements including:

- Ensuring that they fully understand and execute their responsibilities under the QMS.
- Ensuring that they know and understand the company Quality Policy.
- Informing their Department Managers of any quality issues of concern.
- Ensuring that they adhere to best practice.



TO APPLY FOR THE ROLE

To apply for the role please email your CV to Nichola Wake, Group HR Manager;
nichola.wake@intechnologyplc.com