

## **Radiologist Relationship Manager**

<b>Reports to:</b>	Scheduling Team Leader
<b>Division:</b>	Corporate Development Office
<b>Supports:</b>	RadCare Clinical Directors
<b>Location:</b>	London

### **Scope of Position:**

The primary responsibility of the Relationship Manager is developing and nurturing relationships with radiologists, focusing solely on internal relationships with Australian, Zealand and UK radiologists located across our global network.

In addition, this role will assist with the scheduling needs for all radiologists being responsible for ensuring the daily workflow runs smoothly and efficiently.

You will support the Global Workflow Manager by liaising with our Clinical Directors and Radiologists to meet the scheduling and reporting needs of our clients.

### **Principal Responsibilities**

#### **1. Account plan development and relationship management**

- Nurturing and maintaining long term relationships with existing radiologists through positive and responsive engagement with regular reviews.
- Take ownership of a cohort of ANZ and UK qualified radiologists with the objective of increasing their commitments to Everlight and enhancing their experience with the business
- Identify opportunities for streamline campaigns, services and channels that will lead to an increase in radiologist hours/ productivity.
- Operating within the approved budget to develop strategies that incentivise and reward radiologists.

#### **2. Rostering and scheduling**

- Facilitating and ensuring radiologists are scheduled in accordance with business capacity requirements.
- Communicating with Radiologists on a regular basis for to fill both baseline and flexible capacity needs.
- Provide detailed feedback to senior management on capacity deviation issues.
- Responsible and accountable for the rostering amongst the wider capacity workflow.

#### **3. Assist with Radiologist payment process**

- Ensuring timesheets are finalised and validated ahead of weekly export and monthly pay run.
- Assist with tracking of different shift types to ensure that the right shift is captured in the online rostering system.
- Monthly and quarterly bonuses are reviewed, entered and processed correctly.

#### **4. Operate with a high degree of responsibility and professionalism**

- Maintain a high level of professionalism and accountability.
- Ensure that communication is always clear throughout all ELR offices, especially between the operations team, radiologists and clients.
- Ensure effective communication channels are maintained at all times.
- Responsible for daily administration tasks undertaken in internal CRM systems.
- Complete any ad hoc duties requested by senior management from time to time in a timely manner.

#### **Challenges**

- Managing accounts with a diverse range of geographies, personalities and personal preferences.
- Operating within a global firm where radiologists operate across a range of international timezones and the ability to manage these relationships effectively with a relationship and commercial outcome focus in mind.
- Rostering according to changeable and shifting supply and demand.
- Getting radiologists to commit to working during holiday periods, public holidays etc.

#### **Selection Criteria**

##### **Relevant Experience, Qualification and Skills:**

- Experience building trusted personal relationships with specialist doctors particularly Australian, New Zealand and UK qualified doctors
- Account management/ relationship management and/or roster scheduling experience.
- Excellent communication and networking skills
- Relates well to others in a confident and persuasive manner
- Adapts and responds well to change managing and coping effectively with setbacks.
- Works strategically to realise organisational goals.
- Demonstrates financial awareness through controlled costs management.
- Accept and tackles demanding goals with enthusiasm with evidence of exceeding and achieving KPI's.
- Result focused delivery aligned with client needs and project goals.
- Ability to focus on account holder needs and satisfaction while monitoring quality and productivity.
- Strong organisational skills in order to set objectives and plan activities in advance.
- High attention to detail and able to maintain data entry accurately and efficiently.
- Strong knowledge of working with CRM/ Salesforce experience is desirable but not essential.
- Knowledge and understanding of emergency health care system in Australia, New Zealand and the UK strongly desirable.