



Dementia UK Regional Account Manager Job Description

Accountable to:	Head of Business and Service Development
Responsible to:	Area Business Development Manager
Salary:	circa £40,000 dependent on experience
Location:	Home-based with travel
Hours of work:	37.5 hours per week, typically Monday to Friday
Contract:	Full-time, permanent
Annual leave:	33 days (excluding 8 bank holidays)
Other benefits:	Pension - 8% contribution Childcare Vouchers (will be honoured if already in receipt at date of appointment)

Job Summary

The Regional Account Manager role is essential to support the relationship management and growth of existing Admiral Nursing Services. Dementia UK is a national clinical charity that's primary aim is to supply specialist dementia nurses (Admiral Nurses) across health and social care in the UK. As a Regional Account Manager you will be expected to:

- Account and relationship manage across a range of existing and new service providers
- Collaborate with other Dementia UK teams to implement, monitor and quality assure all services in line with our business processes
- Represent Dementia UK with key commissioners and stakeholders in order to influence local dementia strategies and initiatives, ensuring Admiral Nursing plays a key role in local service design
- Contribute to the delivery of Dementia UK's 2020-25 strategy.

Key Responsibilities:

1. Account Management

- a) To effectively use Dementia UK's Common Business Process to manage Dementia UK's collaboration and contracting processes to ensure that all project/service documentation is clear and transparent, up-to-date, and contractually strong.
- b) Service existing accounts ensuring that hosts are aware of expectations with regards to the running of Admiral Nursing Services and troubleshoot any actual or potential business issues
- c) To support delivery of steering groups, fostering a strong business relationship with hosts and keeping projects/services on track to ensure that agreed outcomes are achieved.
- d) To manage the process of Admiral Nurse recruitment, plan the induction to link with host organisations and Dementia UK.

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- e) To work collaboratively with the Finance Team to ensure Management & Development Income is collected promptly.

2. Service Monitoring & quality

- a) To track and monitor progress of services and projects using the Common Business Process; where achievement of agreed outcomes or improvements are in doubt, ensure that appropriate action is taken at escalation points and that remedial measures are discussed and agreed with the Area Business Development Manager, and that they are then implemented and monitored.

3. Reporting

- a) Work with the Regional Development Lead and Area Business Development Manager to contribute to regular and timely updates and reports regarding achievement against the teams action plans, new service development and services at risk, especially in designated areas (pump prime) and restricted funds areas.

4. Stakeholder engagement

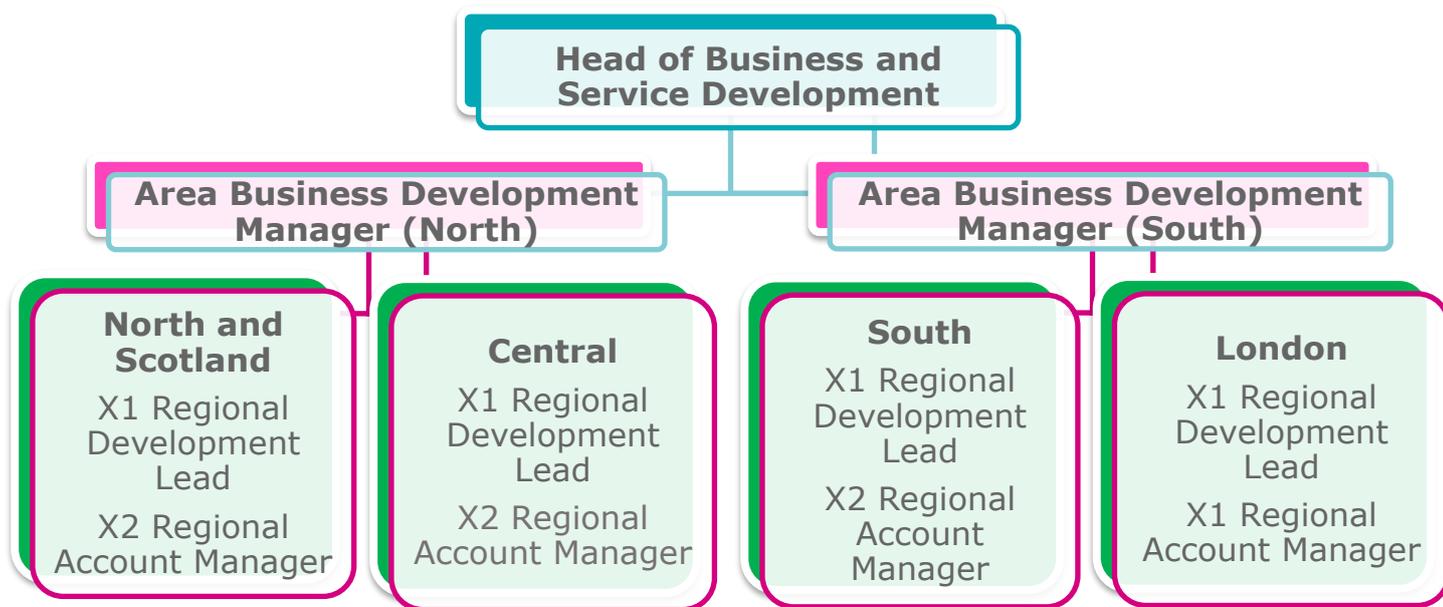
- a) To work alongside the Regional Development Lead and Area Business Development Manager to represent Dementia UK at relevant networking events and maintain relationships
- b) To ensure you are familiar with the commissioning climate within a designated area, having an ear to the ground for new opportunities and a keen eye for innovative partnerships.
- c) To liaise and work in partnership with other organisations working in the field of older people's mental health, dementia, neurology, long term conditions, hospices and carers organisations, including the NHS, Local Authority, Alzheimer's Society, Age UK, Carers UK, Princess Royal Trust for Carers and Crossroads etc.

5. General

- a) To ensure the appropriate use and promotion of the Dementia UK brand and brand initiatives.
- b) To make full use of supervision with the Area Business Development Manager. Flagging up concerns and seeking support when necessary.
- c) To use the Common Business Process to develop cohesive collaborative relationships with Dementia UK colleagues within your virtual regional team: to scope, implement and ongoing management of effective services in line with the Common Business Process
- d) To work collaboratively with colleagues in Fundraising & Communications to ensure that business development opportunities for new work, services and solutions for people affected by dementia can utilise and provide leverage opportunities for voluntary income via funders and donors.
- e) To contribute to the development and running of national initiatives which are developed and delivered through cross-departmental working
- f) To work in a manner that facilitates inclusion, particularly of people with dementia and family carers
- g) To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements
- h) To build and maintain a strong knowledge of Dementia UK's activities & services
- i) To work within the policy framework of Dementia UK
- j) To adopt an anti-discriminatory approach in all aspects of the role
- k) To adopt Dementia UK's values and behaviours in carrying out this role

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Team Structure



Person Specification

The preferred candidate will have the following experience, abilities and aptitudes. Shortlisting and interview assessment criteria indicated below.

Essential

Skills and knowledge:

- Leadership – level 3
- Relationship / account management – level 3
- Project Management – level 3
- Commercial contracting and negotiation – level 2
- Communication, persuasion, influence –level 3
- Strategy development/ implementation - level 2
- Continuous improvement and innovation – level 3
- Defining and delivering outcomes –level 3
- I.T. literate – level 3 (Proficient in Office 365: Microsoft Word, Excel, Power Point and MS Outlook to an intermediate level)
- Matrix working – level 2
- Time management skills- level 3

Experience:

- Substantial experience in project/relationship account management

- Experience of working in health and/or social care sector, particularly around older people's services and dementia
- Experience in co-production; involving carers and service users and other stakeholders in service improvement
- Experience of contributing to strategic plans and business cases
- Familiarity with and understanding of government policy relevant to older people's mental health / carers / dementia

Personal Attributes:

- Tenacious attitude and self-motivated approach to work
- Clear and logical thinker combined with compassionate outlook
- Resourceful, with an eye for detail and accuracy
- Trustworthy and with high personal integrity
- Ability to provide support to team members
- Ability to operate effectively with a constantly developing relationship with key stakeholders and associated agencies
- Able to work on own initiative
- Ability to build constructive relationships with warmth and empathy
- Ability to treat families affected by dementia with respect and dignity, adopting a culturally sensitive approach which considers the needs of the whole person
- Results oriented with a positive outlook, high level of energy, enthusiasm and dedication to the mission and goals of Dementia UK
- Ability to work remotely using technology

Other Requirements:

- Ability and willingness to travel independently on behalf of the Charity, including occasional overnight stays as required
- Willing and able to work non-social hours on occasion (including occasional weekend and evening hours)
- Willingness to act as an external representative and ambassador for the charity
- A full valid driving license and access to a car to use regularly for business purposes is essential (unless you have a disability as defined by the Equality Act 2010 and a reasonable adjustment can be made)
- Flexible approach to meet the needs of the service

Desirable

- Educated to degree level in relevant field (business, management, project management etc)
- Advanced degree (eg: MA, MSc)
- Prince 2 qualification or similar project management qualification
- Experience in Office 365
- Knowledge of dementia and the effects on individual's day to day life – as well as impact on carers
- Substantial, relevant and up-to-date knowledge of dementia and best practice approaches to dementia care and support
- Understanding and experience of working with the voluntary sector
- Experience in and understanding of multi-disciplinary working

Definition of skill level:

- 1. Basic understanding through minimal experience or training
- 2. Good working knowledge and ability in simple context
- 3. Sound knowledge and ability in variety of contexts
- 4. Expert skills and an ability to provide coaching to other