

General Manager

£30,000 – £40,000 Full Time Salary

We are looking for a General Manager with experience in securing new business and service management, dealing with complex issues associated to policy and process. You will require a thorough understanding of handling sensitive communications, both verbal and written, gained through previous employment experience. Your ability to develop new and manage existing relationships will ensure that the General & Medical Group, including ProAmica can continue to offer a quality service to all.

You will demonstrate excellent organisational skills whilst engaging with your team and other departments, helping to develop and support organisational goals. This is a great opportunity to apply your expertise to influence and manage key developments across the wider Group.

Responsibilities for this position:

jobs@generalandmedical.com

- Develop and maintain good relationships with organisations and clients to ensure service levels remain high.
- Effectively manage appointments and meetings to negotiate and build relationships, winning new business.
- Manage complex claims processes, complaints and queries, including support with communications throughout the Group.
- Carry out root cause analysis for identified issues and work through to resolution.
- Influence improvements within internal and Group procedures that help the business function and improve the customer experience.
- Review and development of Policy Documents and Service Level Agreements.
- Ensure that client records are maintained with updated information from ongoing communications.
- Work to deadlines and be able to concurrently process multiple complex issues. Working in a fast-paced customer facing environment.
- Become familiar with company products and services and be able to use data analysis techniques to support decisions.
- Remain current with industry developments and internal/external influences that could impact on performance and process.
- Gain an understanding of how the role and process interlink with other areas of the Company.
- Assist with business related projects for the Directors.

Desirable skills and experience:

- Experience with managing people and procedures.
- Strong communication skills required over telephone and formal written responses to clients.
- Experience of working in a fast paced environment and capable of building relationships.
- Ability to organise and prioritise as required in order to meet deadlines.
- Confidence to make decisions based on experience and knowledge gained through research.
- Professional approach to represent the Company to all customers and organisations.

What You Can Expect From Us

- Office Based with Regular Monday to Friday hours
- Access to Pension Scheme

- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Friendly working environment in Peterborough, convenient location close to the A1

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to jobs@generalandmedical.com