



Clinical Services Advisor



£27,000 - £33,000 Full Time Salary

Regular Monday to Friday daytime hours available with General & Medical, a well-established family-run company who specialise in Private Health Insurance. We are looking for a Clinical Services Advisor with experience in both medical practice and working with medical reports to join a growing department within our assessment and liaison processes. The successful candidate will require a thorough understanding of handling sensitive communications, both verbal and written, gained through employment experience. You will work across the team with more technical and complex issues, assessing medical communications and enhancing the team's wider understanding of medical practice and terminology. You will demonstrate excellent organisational skills, establish key internal relationships engaging with the claim teams, helping to develop and support organisational goals.

About this position:

You will be comfortable in your engagements with our customers and treatment facilities to identify and service enquiries that develop effective and appropriate treatment pathways. Teamwork and communication capability will provide the foundation for you to build strong relationships in all directions. All product training will be provided – you will need to demonstrate the desire to succeed and the skill collaborate effectively.

- Work in support of the Healthcare Services Manager to enhance the service we provide. Have an understanding of that role to allow effective engagements with treatment facilities.
- Analyse and assess health reports and communications to ensure the next step process is appropriate, identifying errors, anomalies and taking action to resolve issues.
- Support the customer through our hospital liaison process to identify effective solutions.
- Assist across the wider Company with understanding medical practice and terminology.
- Influence improvements within internal procedures that help the business function and improve the customer experience.
- Support the wider team in order to meet deadlines and be able to concurrently process multiple complex issues.
- Guide and assist in the development of support and services offered through the company's Medical Advisory Panel.
- Carry out root cause analysis for identified issues and work through to resolution.
- Be active with the production of reports for internal use and to support Senior Management.
- 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.
- Ensure that client records are maintained with updated information from ongoing communications.
- Managing own workflow in a timely manner.

Personal performance, conduct and development

Meet targets and take responsibility for own performance:

Remain abreast of current processes and services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under legislation.

Flexibility and Team Work:

Work flexibly as part of a team to meet the needs of the customers of the Company. Value each team member's contribution and help colleagues to perform to the best of their abilities.

Professionalism:

Set a good example to other staff in attitude to work and general working practice. Deal with all colleagues and customers in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

What you can expect from us:

- £27,000 - £33,000 Full Time Salary dependant on experience
- Regular and Full Time Monday to Friday hours – no evenings, no shifts and no weekend work
- Access to Pension Scheme
- Attendance Bonus
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Insurance 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
- Free tea, coffee and fresh fruit
- 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