



## **Job Description**

### **Head of Sales**

#### **Background**

The Cadogan Clinic is a family-owned private hospital in Chelsea providing industry-leading cosmetic and dermatological healthcare and employing 50 permanent staff. In addition to the permanent staff, we use Bank Staff to supplement on our clinical roles.

The Clinic has four principle business units - Cosmetic Surgery (B2C), Cosmetic Surgery (B2B), non-surgical Aesthetics and Dermatology.

The Clinic has experienced significant growth – 35% revenue growth in 2019 and continues to track at 35% post-pandemic.

#### **The Role**

The Clinic is looking for an energetic, personable and highly organised individual who has experience leading sales and telephony operations, ideally (although not essentially) in a healthcare setting. Crucially, we are looking for an individual who has the ambition and drive to grow with the company. The right candidate will be a confident decision maker whose choices will be critical to improving the performance of two of our key commercial departments.

Your primary responsibility will be to run the Clinic's sales (8 FTEs) and telephony (4 FTEs) departments on a day-to-day basis, ensuring the smooth and efficient delivery of the highest levels of patient care for each of the ~1.5k patients who engage with our clinic's sales and telephony channels every week, and driving an improved sales culture and performance.

You will directly manage twelve reports and be part of a leadership team of five. You will report to the Commercial Director.

The right candidate will take a high volume of work directly off the Commercial Director, and be able to scale with the company as we look to deliver the ongoing expansion of the Clinic into multiple sites. The right candidate should with time add Business Development activities to the core activities listed below.

This is a hands-on role and includes the ownership and implementing of processes relating to:

- Sales team performance
- Individual agent performance
- Patient experience & Customer care
- Accuracy of bookings
- Reviews & complaints
- Data & reporting



### **Summary of responsibilities**

- Day to Day Management of Sales and Telephony operations (12 FTEs)
- Drive improved sales performance & culture by department
- Drive improved patient experience for 1.5K telephone calls to Clinic per week
- Ensure optimal staffing levels and cover, inc. Saturdays
- Improve current data capture and real time reporting analytics
- Longer term, Business Development activities relating to growth of company

### **Essential Skills Required**

- Extremely personable and strong relationship builder
- Energetic, 'can-do' attitude, 'yes' person
- Decisive and adaptable
- High attention to detail
- Strongly numerical, comfortable with numbers
- Work well under pressure
- Strong team player
- Well-organised with ability to meet strict deadlines
- Ability to get to grips with an electronic bookings system and drive efficiencies from this

### **Required experience**

- 5 years minimum in sales team management
- Private healthcare experience preferred, but not essential

### **Job Type: Full Time**

**Salary £55K + Bonus (£15K)**