

Client Services Manager - Role Profile

Meeting Performance KPIs whilst improving outcomes and service delivery for the people we support



WHAT I AM ACCOUNTABLE FOR:

- The Client Services Manager is the strategic bridge between IT and Clinical Systems front line teams. You will be responsible for ensuring that Turning Point's clinical applications are safely governed, professionally onboarded, supported, maintained and optimised to deliver operational efficiency, resilience and service excellence to our key customers and users.
- Stakeholder Engagement & SLA Compliance: You are responsible for performing effective cross-organisational relationship management and leading collaboration with both internal stakeholders and external system vendors. This includes ensuring effective reporting on team performance against key metrics and agreed service levels.
- Developing policies and procedures to ensure the safe handling of clinical information in all formats. This involves managing the assurance of new functionality to ensure software is delivered in a controlled way that supports Information Governance policies.
- Managing incidents and adherence to SLAs in a support environment for clinical applications.
- Managing roadmaps and contributing to application strategy, including planning technical remediation, currency upgrade and project change.
- Financial Accountability & Budget Management: You are responsible for contributing to the preparation and management of the budget for your area, including monitoring project appraisals, resource management and authorising spend within approved limits.
- Working closely with all IMT functions and operational teams to ensure that applications used in delivering services are designed, implemented, and integrated in accordance with IMT principles and standards. This collaboration will assist and support a seamless transition of services, aligning with Turning Points strategic goals and enhancing overall business efficiency.
- Accountable for leading and developing the Client Services team, fostering a supportive, open and honest environment that encourages feedback and challenge as well as accountability for delivering excellent service.

HOW I OPERATE:

- I work collaboratively with others at all levels to drive performance and to create the best possible outcomes
- I will deliver better outcomes by bringing new ideas and new ways of thinking
- I will embrace change even when its complex and uncomfortable
- I will bring an analytical mindset
- I have a strong commitment to data integrity
- I put the people we support at the heart of everything I do
- I treat others with respect, actively listen and embrace others' points of view;
- I maintain a non-judgemental approach
- I maintain professional boundaries and always present a professional image
- I actively seek opportunities to develop myself and take an interest to keep up to date with new technologies
- I take ownership and accountability for my actions and decisions

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WHAT I DO:

Lead the Live Clinical Applications Team: You manage and develop the team through regular performance reviews, 121 conversations, and the creation of objective-aligned development plans.

Chair Monthly Service & Vendor Reviews: You hold key governance review sessions to assess vendor performance against agreed metrics and ensure regular contract reviews for best value.

Manage Capacity Planning for Clinical Growth: You establish capacity models for key applications and engage in new business processes at the earliest opportunity to ensure the clinical support function can respond to growth.

Audit Clinical Sign-off for Service Transitions: You lead on service transfers in and out of the organisation, focusing on data quality, accuracy, and integrity during facilitation and implementation.

Technology Evaluation

Research and assess emerging technologies to determine their potential benefits and fit for organisational needs

Implementation Oversight

Guide teams during the implementation phase, ensuring adherence to best practices, and quality standards. Provide technical leadership and support to resolve complex issues.

Security and Compliance

Implement robust security measures and ensure compliance with industry standards and regulatory requirements. Build and manage secure processes in accordance with governance policies that protect sensitive data and mitigate potential risks. Key attendee in governance forums for technical design, security and data.

Performance Optimisation

Monitor and optimise the performance of applications to ensure they operate efficiently and meet performance benchmarks. Identify and address performance bottlenecks and implement enhancements as needed.

Documentation

Maintain comprehensive documentation of application processes and operating procedures. Ensure that all documentation is up-to-date and accessible to relevant stakeholders.

Training & Education

Provide guidance and training to team members, fostering a culture of continuous learning and technical improvement. Share knowledge and best practices to enhance the skills and capabilities to support enterprise application delivery and maintenance.

WHAT I NEED:

Essential:

- Experience in managing enterprise applications.
- Strong understanding of IT security principles and best practices.
- Familiarity with IT service management frameworks (e.g., ITIL).
- Experience in managing relationships with external vendors.
- Proven experience in collaborating with internal and external stakeholders.
- Minimum 5 years' experience working in an IT Manager role with technical exposure to Applications (incl. Enterprise applications, Integrations, security, data)
- Strategic thinking
- Capability to anticipate challenges and opportunities related to IT applications, security and data.
- Ability to lead and inspire high-performing teams.
- Ability to motivate, mentor, and develop individuals to achieve their best whilst driving staff engagement.
- Strong problem-solving skills with a data-driven approach to decision-making.
- Excellent written and oral communication skills, with the ability to articulate complex technical concepts clearly and effectively to diverse audiences.
- Calm and focused under pressure
- Expertise in GDPR & Data Quality Standards: You need a data-driven approach to decision-making and significant exposure to Data Governance and GDPR compliance.
- Working knowledge of SDLC

Desirable:

- Project management experience.
- Testing and Quality Assurance experience
- Deep Knowledge of Clinical System Governance: includes working with Electronic Patient Healthcare record systems and understanding Health and Social Care sector requirements
- Knowledge of IT infrastructure.

Skills \ Knowledge