

Job Description

Job Title: Corporate Accounts Administrator

Reporting to: Team Leader – Corporate Accounts

Salary: Grade 3

Working Hours: Between 08:00 – 18:00 Monday – Friday

Hours: 35.75

About Medicash

Medicash is the UK's largest provider of corporate health cash plans, supporting more than 700,000 people across the UK to take a positive approach to their health and wellbeing. Since our founding, Medicash has evolved to meet the changing needs of our members. Today, we're driven by a clear vision: to help one million people live healthier lives by 2030.

As a not-for-profit organisation with strong roots in Liverpool, we're driven by doing the right thing for our customers, our communities, and each other. We work in a regulated environment and take quality, fairness, and good customer outcomes seriously, but we're equally proud of our friendly, supportive culture. Our teams are collaborative, social, and passionate about what they do, with many colleagues choosing to stay and grow with us for the long term. We believe in investing in our people, prioritising wellbeing, and creating a workplace where everyone feels valued, supported, and able to make a real difference.

Role Purpose

As a Corporate Accounts Administrator, you'll be co-ordinating the ongoing relationship with Brokers and Companies by resolving queries and issues relating to corporate schemes. Your focus will be on importing validated corporate new business and force migration policies.

We operate in a regulated environment, so doing the right thing for our customers is at the heart of everything we do. You'll follow clear processes and quality standards, supported by training, coaching, and a team that genuinely wants you to succeed.

Key Responsibilities

Supporting Brokers and Companies

- Handle inbound and outbound calls in a warm, professional, and efficient way
- Investigate and resolve broker and company queries by liaising with managers, colleagues, sales team and external customers as appropriate.
- Ensure company and Broker contacts are updated on MediT.
- Ensure a compliant 'change of broker' process.

Supporting the Team

- Assist the Corporate Account Team Leader in the implementation of new bespoke schemes/price point
- Assist the Corporate Account Team Leader in preparing contracts for new corporate customers, TUPE transfers, Terms of Business Agreements for new Broker Groups
- Assist the team in achieving the SLA of 95% of telephone calls answered, 80% of which to be answered within 20 seconds
- Assist other teams within Corporate Account functions, including training where required
- Corporate Client Expansions and new business – ensure data received is compliant and in requested format to be imported into the system.
- Billing Profiles and Employee Groups – set up in readiness for new business and TUPES. Registering correct payment methods and billing contacts for invoicing and adding the correct scheme and premium to the corporate account.
- Force Migrations – processing force migration of policyholder data and where necessary correct documentation is issued within timescales to policyholders.
- Maintenance of Broker Contacts on MediT – registering new Broker Contacts, updating Billing Profiles for invoicing and providing Portal access. Ensuring Broker Contacts are deactivated with Portal access removed when notified.

Delivering a Great Experience

- Communicate clearly and confidently, in line with our values
- Create positive, consistent company and broker experiences
- Treat everyone fairly and honestly, helping to deliver good outcomes every time

Process, Quality & Compliance

- Follow internal processes, policies, and regulatory requirements
- Provide management reports, including membership lists and claims usage reports, as requested
- Complete Data Protection and security checks accurately before discussing customer information
- Ensure system notes are clear, accurate, and compliant
- Process bulk renewal force migrations as required
- To import new business manually and/or electronically
- To assist with duplications to ensure service levels are met

Quality & Continuous Improvement

- Work towards agreed performance targets including:
 - Quality Assurance (QA)
 - Customer outcomes and satisfaction
 - Productivity and call handling
- Engage positively with QA feedback and coaching

Flexibility & Business Needs

- Support the team and wider business by undertaking any other reasonable duties appropriate to the role and level of responsibility
- Be open to changes in processes, priorities, or ways of working as the business evolves

Process Quality and Compliance

- Contracts for new corporate clients, TUPES and new Brokerages – ensure contracts are completed with correct accompanying documents and sent to the correct authorised signatories from corporate clients and Brokerages.
- Novation of Broker for corporate clients – we need to safeguard only the correct people have access to policyholder information – to ensure AMII forms in respect of LOA are completed and signed by authorised signatories from corporate clients.

How Your Performance Will Be Measured

- Ongoing relationship with all internal and external customers
- Achievement of SLAs
- Accuracy and attention to detail
- Contribution towards delivery of Teams performance objectives
- Knowledge and understanding of excel spread sheets
- Assistance with the completion of new business and plan builds for new bespoke plan.
- Assistance with the speed and quality of on boarding new bespoke plans
- Quality and accuracy of handling queries – telephony, e-mail, written correspondence
- Initiative in resolving issues and suggesting improvements
- Knowledge of all company products.

Knowledge, Skills & Experience

Essential:

Strong communication skills

Good attention to detail and accuracy

Ability to follow processes and procedures consistently

Customer-focused mindset with a problem-solving approach

Desirable:

Understanding of regulated environments or financial services

Our Medicash Values

Customer Focused - a Customer-first mindset

Own It - Takes ownership and accountability

Do the right thing - Demonstrates integrity and fairness

One Team, Always Improving - Works collaboratively and seeks continuous improvement