



# Chelsy

Client Services Team Leader

*“There’s always something new to learn.”*

Meet Chelsy, client services coordinator. She describes her experience of working for the company since it was founded.

## **What attracted you to PAM Physio Solutions?**

Seven years ago, I was working for a go-karting place and wanted to get into admin so just went for it. I applied to PAM Group and got a job working on the national accounts team. I was then invited to work on the MSK team as a client services coordinator. I’ve since progressed to client services team leader. I now have responsibility for managing a team of five people, making sure they’re okay and have the training they need to support our clients.

## **What does your typical day involve?**

Every day is different. There’s always something new to learn as you’re not dealing with the same things daily. As well as managing my team, I also deal with queries from clients and support the clinicians to manage their diaries. My day mostly revolves around managing client relationships and expectations, supporting the senior management team, preparing spreadsheets for meetings and overseeing my team.

## **What do you like most about your job?**

I like how varied the work is and that we get to help people to manage their pain and get better. I also like how supportive the company is towards its own employees. If you’ve got a doctor’s

appointment, you’re not expected to work that time back. Just after I joined, I was also caught up in the Manchester Arena bombing and given lots of support and counselling through work. Seven years on, I’m just as excited to be working here and keen to stay on and continue progressing.

## **What do you find most challenging?**

The work is enjoyable but demanding. There are lots of emails always coming through and different things to manage. It’s important to prioritise and make sure you’re not rushing but still getting everything done. Managing other people for the first time was also a big challenge, but I was given training through PAM Academy on how to be a team leader and given e-learning and the opportunity to shadow other managers to see how they acted with their teams.

## **Why would you recommend working for PAM Physio Solutions?**

The work is varied and meaningful and it’s a really supportive and friendly working environment. Where I’m based, in the head office in Warrington, we all celebrate our birthdays together and if you ask for help with one problem, you always get ten solutions back. The employee benefits are very generous and three to four people are nominated for an employee recognition prize every month. We also have flexible working to support our work-life balance.

