



Clinical Product Executive

Budget:		Function:	Clinical Product
Line Manager:	Head of Clinical Product and Operations	Direct Reports:	N/A

Our Vision

Improving access to healthcare for all in the UK to:

- Lead your best life
- Prevent you from getting a disease you're at risk of
- Access the best in care (digital where possible, physical where necessary)
- Manage your long-term condition

Your Role

- As a Clinical Product Executive at Simplyhealth, you'll use your clinical expertise to ensure that our healthcare products are of the highest quality and safety. You'll also come up with new and innovative ways to improve our services. Your clinical background and experience will help us provide the best healthcare solutions to our customers.

Your Responsibilities & Accountabilities:

Clinical Product and Innovation:

- Prioritise clinical quality, safety, and efficiency in all product initiatives.
- Drive clinical innovation, and think of new and creative ways to make our health services better.

Collaborating with other teams:

- Work closely with product teams, to bring in clinical expertise into product and service development.
- Work across teams in the business to ensure we are doing justice to our services, and communicate our clinical capabilities accurately internally and externally.
- Lead cross-functional projects to drive clinical and product priorities.

Clinical Governance and Risk:

- Identify and mitigate clinical risk across product and service delivery.
- Champion Clinical Governance principles within Simplyhealth.

Working with partners:

- Validate new partnerships and whether they meet our clinical standards.
- Cultivate and manage relationships with third-party clinical service providers to make sure they meet our high standards and our customers have a great experience.

Clinical Service Provision and Quality:

- Monitor, review, and address clinical complaints, escalating issues when necessary.

Other:

- Always put the customer's health and well-being first.
- Make decisions based on evidence and data
- Stay up-to-date with healthcare trends

Key Connections:



1. Product teams
2. Partnerships team
3. Legal Team
4. Clinical Service Providers
5. Customer Services team
6. Clinical Risk team

Key Experience:

- You have a clinical background and expertise
- You have experience working with product teams and digital healthcare services
- You're good at working with others, leading on projects and problem-solving
- You can communicate clearly and confidently, and are not afraid to challenge ideas.
- You have experience making decisions based on evidence and data
- You know how to critically evaluate clinical evidence and a broad understanding of clinical governance

Our Values

We're living in extraordinary times...

Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come.

By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.

This is our time to survive, drive and thrive...

This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time.

To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it'll take every single one of us across Simplyhealth to step up.

Our cultural movement...

To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that's able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn't be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways.

Our Behaviours

Courage and Curiosity

So we deliver profits for a purpose

- We make bold decisions and take considered risks, with customer and commerciality front of mind.

Trust and Kindness

Because our customers, colleagues and communities are at the heart of what we do

- We invest in relationships to build trust and rapport.

All Together Healthier

Enabling better health outcomes together

- We help every generation take control of their health.



- | | | |
|--|---|--|
| <ul style="list-style-type: none">• We make things happen and keep things simple.• We always take the initiative and hold ourselves accountable for the delivery of great results.• We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think. | <ul style="list-style-type: none">• We listen carefully always trying to find ways to add value.• We treat each other with care, compassion and kindness, celebrating and embracing differences.• We strive to make a difference in society, unlocking opportunities for those in need. | <ul style="list-style-type: none">• We start with self-care so we can show up at our best, every day.• We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.• We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives. |
|--|---|--|

- | | |
|--|---|
| | <ul style="list-style-type: none">• We have a 'smart working' policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.• Some UK travel & overnight stays.• Reasonable role and task flexibility expected given the seniority of the role.• May be required to lead other business activities or projects in other parts of the Simplyhealth Group. |
|--|---|