Partnership Lead

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| **Budget:** | £XXX | **Function:** | Product & Commercial |
| **Reports to:** | Head of Commercial Products & Partnerships | **Team size:** | Flexible Squad |
| **Our Purpose** | | | |
| Simplyhealth is a 150-year-old business with an amazing heritage and history of changing healthcare in the UK. It is continually modernising, as reflected by the recent award to B-Corp status; something that is very important to our customers and to our people.  With an ever-increasing strain on the NHS, and a cost-of-living crisis, the products that Simplyhealth offer are needed more than ever before. But Simplyhealth have bigger ambitions than that. We want to improve access to healthcare for everyone in the UK – we are not just about the wealthy who can afford to go privately, we want to democratise healthcare in terms of cost but also accessibility to ensure that as many people as possible, can access the healthcare they need. Specifically, we want to improve 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   To achieve this, we are embarking on a radical transformation to deliver this ambitious goal. With a trusted brand and a strong heritage in healthcare, we think we are uniquely placed to help change the landscape of healthcare in the UK.  The ambition is to support customers (individuals, corporates, collectives) on their personal health journeys through a mix of services, personalisation and commerce offers that link together the physical and digital worlds, by creating tools and products that support wellness in a bespoke way based on individual need.  The scale of this ambition and transformation is significant and requires energetic, ambitious, and digitally minded leaders to deliver against it. The challenge will be delivering a radical overhaul in all areas of the business from product, technology, and people, balancing the needs of today with our ambitious future destination. Being comfortable with ambiguity, able to execute at pace, and having the energy and passion to deliver against an ambition of this scale are essential attributes for any leader joining us.  The transformation requires us to work together in teams across all functions to deliver a radically transformed customer experience. The candidate we are looking for will be motivated by the huge market opportunity in front of Simplyhealth in a moment in time where consumers have unprecedented awareness of their health needs and are adopting data and digital wellness solutions at scale globally. This is a hugely exciting opportunity to contribute positively to helping the UK population live longer healthier lives. | | | |
| **The Role** | | | |
| You’ll be responsible for the supporting the Head of Commercial Partnerships in delivering on the Simplyhealth partner strategy and business case for 2025. Simplyhealth has ambitious plans to transform its business from a pure insurance proposition to a healthcare service aggregator offering care, support, funding and navigation into healthcare pathways, tracking outcomes and ensuring that we are providing the best services for our members and corporate customers.  The role will require close working with the Partnerships team, as well as a number of business stakeholders, on the following core projects and focus areas:   * Onboarding new partners   + Overseeing the onboarding project of any new partners coming onto the platform in 2025.   + Ensuring that the proposition and customer journey is high quality, and delivers value for customers   + Setting up on-going management of the partner in line with partner business-as-usual activities and to meet the wider requirements of the business   + Tracking the success of the launch and monitoring its ability to meet key success criteria defined from the outset * Management of existing partners   + Supporting Partnership Development Managers and Clinical Product representatives in the general management of all existing partnerships   + Championing the propositions internally   + Develop key working relationship with all partners to become a point of contact and escalation for any issues or concerns   + Identifying opportunities for optimisation and development of customer journeys and propositions to better suit the needs of customers and drive more value for the business   + Improve reporting capabilities across all partners (particularly high and medium priority partnerships)   + Support business and Clinical Product team in improving access to services and connecting partners to make coherent health journeys * Data and reporting projects   + Develop Partnership reporting dashboard with Data and BI teams   + Report on progress and success of partnership to relevant key stakeholders in the business   + Drive better insights on who is using our partner services and customer profiling to support marketing and engagement initiatives   + Support development of Corporate Management Information packs regarding partner service engagement * Partner engagement activities   + Support training and education of partner propositions across internal teams   + Identify and champion opportunities for engagement and marketing initiatives   + Develop clear documentation of partners and their propositions   + Delivering key partner updates across the business in relevant meetings and projects * Team management and support   + Ensuring objectives are being delivered and progress is tracked in HR systems, and regular support, feedback and reviews of performance   + Helping them achieve their targets and troubleshooting/ unblocking areas for them   + Stepping in to cover holidays and supporting on relationship management activities   + Being a key point of escalation   In addition to this, you will support the Head of Commercial Products & Partnerships with activities such as:   * Executing the partnerships strategy * Identifying and scoping new areas to develop partnerships and identifying partners to engage * Sizing the market and new growth areas and services * Prioritising and managing the partnership pipeline * Create business cases which create efficiencies or drive revenue growth * Managing the partnerships team including partnership implementation and partnerships account management (which will be built over time) * Working cross functionally with product management, clinical, compliance, tech, commercial contracts, finance and legal to onboard and implement new partners and pathways   Identifying and mitigate risks associated with partnerships strategy and execution The ideal candidate will have at least three years' experience in managing external relationships with third party providers and internal teams, proven project management across cross-functional team, creating new propositions and delivering new services that create value for customers. | | | |
| **Your Responsibilities & Accountabilities:** | | | |
| **Deliver against core projects and objectives in 2025**   * Interface between partner implementation legal, technical, compliance and clinical operations team to ensure smooth onboarding of partners into the Simplyhealth ecosystem * Work cross functionally with commercial finance and clinical to undertake due diligence and legal for contracting ​   Delivering on key projects and objectives defined for 2025  **Cross-functional Collaboration:**   * Collaborate closely with internal teams, including Sales, Marketing, Product, and Operations, to ensure effective coordination and alignment in partner-related activities * Advocate for partner needs and requirements within the organization, driving cross-functional initiatives to improve the partner experience * Act as a subject matter expert on partner success, providing guidance and support to internal stakeholders   **Day to day management of the partnerships team:**   * Line management responsibility for the management of partnerships implementation and account management team which will be built out over time as we better understand needs | | | |

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| **Key Connections:** |
| Customers – existing and potential  Product Teams  Technology Teams  Legal Teams  Commercial Finance  Sales & Marketing Teams  Support Teams  Underwriters |
| **Key Experience & Skills:** |
| * Proven track record of success in strategic partnerships within the healthcare industry ideally with three or more years experience managing partnerships * A network of contacts across healthcare landscape including digital health companies and providers * Excellent communication and presentation abilities, capable of effectively conveying complex concepts to diverse audiences * A forward-thinking mindset with a passion for staying ahead of industry trends and emerging technologies * Proven experience in cultivating and maintaining relationships with partners at various levels * Entrepreneurial spirit with a focus on driving results and exceeding expectations * Strong analytical skills to assess potential partnerships from both financial and strategic perspectives |
| **Our Values** |
| 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.  **We’re living in extraordinary times…**    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 | Trust and Kindness | All Together Healthier | | ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** | | * We make bold decisions and take considered risks, with customer and commerciality front of mind. * 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. | * We invest in relationships to build trust and rapport. * 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. | * We help every generation take control of their health. * 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. | |
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| * Simplyhealth’s head office is in Andover, Hampshire * We continue to operate SMART working practices * Some UK travel and 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 Group |