Client Development Manager

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| **Budget:** |  | **Function:** | Sales – Growth and Retention |
| **Line Manager:** | Head of Sales (HP) | **Direct Reports:** | 0 |
| **Our Vision** | | | |
| 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 our 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), and 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. | | | |
| **Your Role** | | | |
| The Client Development Manager role is critical in achieving the growth of the Healthplan business. Essentially the role is to proactively and strategically manage, retain and grow a portfolio of high value clients, primarily via brokers or direct to corporate clients, thereby contributing to profitable growth and the achievement of the Sales plans and targets. | | | |
| **Your Responsibilities & Accountabilities:** | | | |
| **Sales Deliverables**  Develop strategic relationships with target clients and brokers to deliver retention, expansions and cross sales across the range of products and services as set out in the budgets and business plans  **Client Relationship Management and Service Delivery**  Build short-, medium- and long-term strategic account plans. Establish and develop strong multi contact relationships with brokers and/or third parties to maximise retention and to identify and secure opportunities for additional products and services  **Account Development**  Build detailed knowledge of each client; their wellbeing strategy/approach and decision makers to fully understand their aims, objectives and ambitions. Consult clients on their wellbeing strategies, programmes and plans, proactively identifying opportunities for further products and services and how these can link together to improve the customer experience. Secure development opportunity meetings, co ordinating relevant product and service experts and stakeholders as required. Invite clients to thought leadership and other relevant business events. Compile and lead high quality presentations and negotiations to win new business. Ensure brokers (where involved) are equipped with all the key value proposition and proof points to recommend Simplyhealth above competitors  **Commercial Awareness**  Maintains an in-depth knowledge and understanding of our products and services, the benefits they deliver to clients and end users, and our differentiators. Feed market trends and developments into the Simplyhealth Business. Including competitor activity and customer feedback on all aspects of health and wellbeing to continuously improve and develop our products and services and to proactively consult clients.  **Collaborative Working**  Develop a Simplyhealth network and maintain quality working relationships across our business, securing resources and support for clients as required. Understand the strategic and operational priorities of these areas to ensure teams work together in a positive and collaborative way for the benefit of clients.  **Reporting**  Ensure provision of monthly and ad hoc reporting and management information as required to both the client organisations and internally. Ensure Salesforce is kept up to date and accurate  **Quality, Safety and Compliance**  Adhere to all risk management, compliance and mandatory learning requirements as required by the business. | | | |

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| **Key Connections:** |
| * Sales teams * Marketing * Product * Pricing * Legal & Business Affairs * Brokers/Clients/Prospects * Professional Partners * External networks |
| **Key Experience, Knowledge and Expertise** |
| **Experience and Knowledge**   * Significant experience managing large / high value corporate client accounts * Knowledge of working with brokers and partners to drive successful and sustainable business * Successful track record of commercial delivery and business development * Excellent client relationship building and stakeholder management skills * Consultative selling skills * Excellent influencing and negotiation skills * Ability to work cross functionally across diverse teams * Thorough knowledge and understanding of the corporate business environment, corporate employee healthcare benefits marketplace and the relationship between healthcare benefit provision, employee wellness and corporate performance |
| **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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| * **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. |