Healthplan Sales Operations Manager

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| **Budget:** |  | **Function:**  | Sales – Growth and Retention |
| **Line Manager:** | Head of S&M Ops | **Direct Reports:**  | 12 |
| **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** |
| As Healthplan Sales Operations Manager you will be playing a critical role overseeing the operations of our support teams to provide excellent customer services to our corporate clients and intermediaries. The role requires strong leadership skills, a deep understanding of the employee benefits industry, and the ability to identify and implement areas for process improvement through automation. This role is key in optimising the efficiency of the support team and improving the overall customer experience by leveraging technology. |
| **Your Responsibilities & Accountabilities:** |
| **Team Management**:* Lead the support teams, ensuring they consistently deliver exceptional service to corporate clients and intermediaries.
* Set clear, measurable goals and KPIs, and monitor team performance to ensure objectives are met with excellence.
* Foster a culture of continuous learning by providing training, development opportunities, and mentoring the team. Promote collaboration and knowledge-sharing within the team, ensuring seamless support across various functions.

**Customer Service Excellence**:* Ensure the teams meet and exceed service level agreements (SLAs), driving efficiency, effectiveness, and customer satisfaction.
* Take a hands-on client facing approach in managing complex or escalated customer issues, ensuring timely and effective resolutions.
* Champion an outstanding client experience by balancing automation with personalised service.

**Automation Identification and Implementation**:* Identify key opportunities for automation to streamline support processes, reducing manual effort and boosting overall efficiency.
* Collaborate with the sales optimisation squad to integrate cutting-edge technologies such as AI-powered chatbots, automated workflows, and self-service portals to enhance operations.
* Monitor and assess the performance of automated processes, making data-driven adjustments to improve accuracy, speed, and customer satisfaction.

**Reporting and CRM Management:*** Develop and maintain comprehensive performance dashboards to track key metrics such as team performance, customer satisfaction, and the success of automation initiatives.
* Ensure the team maintain accurate and up-to-date records in our CRM system to support effective client management and service delivery.
* Leverage analytics to identify trends, uncover bottlenecks, and provide actionable insights for continuous improvement across both manual and automated workflows.

**Collaboration and Stakeholder Engagement**:* Build strong relationships with cross-functional teams, including product, service and finance teams to drive automation initiatives and enhance the customer journey.
* Act as a trusted advisor to corporate clients and intermediaries, understanding their unique needs and delivering tailored support solutions.
* Ensure all customer and intermediary data is handled securely and in compliance with industry regulations and company policies.

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| **Key Connections:**  |
| * Sales New Business and Existing Business teams
* Marketing
* Service
* Product
* Pricing/Finance
* Legal & Business Affairs
* Brokers/Clients/Prospects
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| **Key Experience, Knowledge and Expertise** |
| **Experience and Knowledge*** Proven experience in managing high performing sales or servicing teams.
* Strong communication skills with experience managing effective client interactions.
* Excels in utilising CRM systems for performance management and KPI tracking.
* Problem-solving skills with a proactive approach to resolving issues.
* Excellent stakeholder management developing cross functional relationships.
* Ability to train and develop the team to identify growth opportunities.
* Experience with automation platforms and technologies implementation (e.g., RPA, AI-driven chatbots, CRM systems, etc.) desirable
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| **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** |
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| 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.
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