Head of Strategy Development

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| **Budget:** | *Budget responsible for: £tbc* | **Scope of Role:** | Groupwide |
| **Role Reports to:** | Director of Commercial Finance | **Team:** | Finance & Strategy |
| **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 has 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 and accessibility to ensure that as many people as possible can access the healthcare they need.  To achieve this, we are embarking on a radical transformation. 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 Role** | | | |
| The role holder will facilitate and drive the development, evolution, and execution of our Group, Line of Business’s and Centre of Excellence strategies. This position will partner closely with a wide network of senior stakeholders to develop, align, communicate and monitor Simplyhealth’s strategic plans, as well as support on special projects that are strategic business priorities. Day-to-day responsibilities will vary based on the business needs at the time.  This role requires the ability to lead the development of a high-level portfolio strategy across the Group, as well as deep dive into special projects and strategic support for the various Lines of Business and Centres of Excellence. It has a strong focus on strategy development & execution, market insight, M&A activities, thought leadership, and innovation & new opportunity assessment. This role requires working with a high level of ambiguity and changing priorities to meet the evolving demands of the business.  Building positive relationships with team members and stakeholders is a key success factor, requiring the ability to be aware of and work successfully with various perspectives and styles. The role holder will be confident to speak up in meetings and state their opinions, identifying and championing opportunities to improve performance and processes across the business – including their own.  Key responsibilities of this role include:   * Facilitate the shaping and direction of the overall Group and Line of Business strategies in conjunction with the respective owners of the strategies and other stakeholders * Support our Centres of Excellence with the development and execution of their strategic plans * Ensure alignment of the strategic golden thread through the organisation, aligning OKRS from Group through to Line of Business and Centres of Excellence   Identify opportunities for growth & innovation (including new ventures, partnerships, and investments) | | | |
| **Your Responsibilities & Accountabilities:** | | | |
| * Play a key role in the group strategic planning processes; including an annual review of the existing strategy, updating the 3-year strategic planning cycle, and facilitating the development of new longer term strategies and ambitions as required * Facilitate the development and evolution of the Group-Wide and Line of Business Strategies; utilising external market insights and collaborating closely with senior leadership to build the direction, ambition, evolution of each line of business aligned with Group vision * Provide strategic expertise to support the development and execution of the Centre of Excellence strategic plans; coordinating with the Line of Business strategies, collaborating with senior leaders to ensure robust OKRs and ROI in line with strategic outcomes * Support the quarterly planning process, including the review of strategic plan outcomes versus expectation and impact of any divergence, advising and supporting the senior leaders to make business decisions to enable the best outcome for customers and the business * Lead or advise on special projects across the business that address key challenges or identify significant new growth opportunities to meet our strategic aims, including CEO or Board initiatives * Support the wider business to translate our group strategy into operational plans, and create a “golden thread” between Line of Business Strategies and Group-wide Strategy * Champion a cohesive approach to strategy execution, ensuring clear communication, accountability, and alignment across the Group * Drive the development and monitoring of OKRs across the organisation to support our strategy, by working closely with finance and operational teams * Support M&A: the strategic identification, evaluation, and execution of mergers, acquisitions, and partnerships to enhance the Group portfolio and market position * Advise the Emerging areas of the Group; ensure strategic alignment for SH Venture Capital acquisitions of minority stakes in Health-Tech businesses, and guide Foundry on the exploration and incubation of new business concepts * Collaborate with stakeholders across the organisation to foster strong relationships, as well as healthy challenge and respect, ensuring effective communication, collaboration, and alignment throughout all strategic planning * Role model a growth mindset; Promote a culture of continuous improvement, encouraging innovation and learning across the Group * Be a team player with a collaborative approach, embracing all Simplyhealth cultural values and behaviours | | | |

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| **Key Connections:** |
| 1. Commercial Finance Director and CFO 2. Business wide senior leadership team 3. LoB and CoE teams 4. PA Team 5. External agencies and suppliers |
| **Key Experience & Skills:** |
| * Proven experience driving candid thought leadership in partnership with ExCo, guiding business decision-making and creating the strategies necessary to deliver company ambition, purpose, and vision * Develop and deliver strategies developed in data and achievable in the real world * Able to provide a commercial and strategic lens across a portfolio: addressing key business issues and unlocking areas of opportunity for the group * Excellent stakeholder management skills, able to establish credibility & influence senior leaders across the organisation up to Board level * Strong storytelling and communication skills; proven ability to craft strategic narratives and communicate clearly and effectively to internal and external stakeholders * Track record of excelling under pressure, prioritising & completing strategic projects in constantly evolving environments * Able to assimilate and simplify multiple trends, insights, and data sources into a structured strategy that drives action * Experience using data-driven insights to inform decision-making across the business and challenge the status quo * Strong commercial acumen & financial literacy, comfortable with interpreting financial models & quantitative data sets * A positive individual with a ‘can do’ approach; comfortable with ambiguity, who enjoys troubleshooting and solving complex challenges to which there are no easy answers * Collaborative team player who is action oriented: able to think on their feet and offer solutions where needed, happy to roll up their sleeves to get things done * Has up to date knowledge of current market topics and trends impacting Health and Financial Services industries (e.g. digital innovation, ESG, etc.), demonstrating an understanding of the opportunities and risks they present * Experience operating at a senior level in group strategy required, previous consulting experience within a top tier strategy/management consultancy preferred * University degree required, MBA desirable |
| **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.  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 cultural movement...** |
| **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 |