Strategic Client Manager

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| **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 Strategic Account Manager, you’ll be managing, retaining, and growing a portfolio of high value national corporate clients, contributing to profitable growth and the achievement of the sales Budget. Working alongside the wider corporate sales team, this role will be key in achieving our growth ambitions as well as our vision of making healthcare truly accessible to all across the UK.  The Strategic Account Manager will have a growth mindset and be motivated by Simplyhealth's huge market opportunity. At a time of unprecedented awareness of their health needs, consumers are adopting data and digital wellness solutions at scale globally. |
| **Your Responsibilities & Accountabilities:** |
| * Develop strategic client relationships to deliver retention and growth through our range of products and services as set out in the budget. * Build short-, medium- and long-term strategic account plans. * Establish and develop strong multi-contact relationships between senior decision makers and influencers in client organisations and relevant internal stakeholders * Build detailed knowledge of each client; their wellbeing strategy and opportunities for growth * Compile and lead high quality presentations and negotiations to retain and expand growth opportunities * Maintain an in-depth knowledge and understanding of our products and services, the benefits they deliver to clients, and our differentiators to support strategic business planning. * 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. * Develop a strategic network and maintain quality working relationships across our business * Ensure provision of monthly management information as required to both the client organisations and internally. * Adhere to all risk management, compliance, and mandatory learning requirements as required by the business. |

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| **Key Connections:** | |
| * Corporate & Consumer ‘Heads of’ * Director of Corporate * Board & Executive Leadership team * Corporate Sales/Marketing, Servicing and Operational Teams * Internal Audit | * HR & Engagement * Legal & Business Affairs * Brokers/Clients/Prospects * Professional Partners * External networks |
| **Key Experience, Knowledge and Expertise** | |
| * Significant experience managing large/high value corporate client accounts * 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. | | |
| **Expectations** | |
| * **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 | |