



Position Description

Position title:	Business Growth & Partnerships Manager	Date:	September 2024
Reports to:	Head of Workplace Health	Department:	Workplace Health
Number of reports:	Direct: 2-3 Total (include indirect): 2-3	Location:	National Support Office, Hybrid
Delegated financial authority:	N/A	Budget ownership:	Yes/No
Level of influence:	Leading self Leading others Leading leaders		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

We've set course for the next generation of healthcare in Aotearoa New Zealand through our Reimagining 2033 Strategy. We see an organisation where patients, their whanau, specialist and funders are able to access an integrated and connected health ecosystem that traverses a continuum of care needs.

As part of our transformation from a hospital to healthcare organisation, we will continue to build on our organisational capabilities. Through these efforts and expanding scope, we will drive to create new opportunities which will open up access to new markets and partnerships.

As New Zealand's largest non-government provider of healthcare, our strong "for purpose ethos" and position as one of New Zealand's leading and most trusted brands, we are poised to be able to deliver healthcare services like no other.

Role Purpose

The Business Growth & Partnerships Manager is responsible for growing the Workplace Health Business Unit, managing the sales team and fostering relationships with internal & external stakeholders.

Key Relationships

Internal

- Southern Cross ELT
- Southern Cross National Office Support Services Staff (Finance, Information Services, Marketing, Comms)
- Workplace Health team

External

- Corporate Customers
- Senior Leadership in Southern Cross Health Society, and Key Account Managers

Key Accountabilities

Programme Management

- Development and implementation of the Business Growth & Partnerships Strategy and Plan to achieve revenue goals and objectives.
- Set priorities and monitor progress, establishing revenue related KPI's.
- Assist with establishing appropriate infrastructure and systems that reflect best use of resources to facilitate effective sales pathways
- Achieve revenue performance and operating objectives through high quality execution of company sales management processes.
- Develop and implement new initiatives, strategies and programs to drive brand awareness, market share and profitability.
- A strategy and plan is developed for sign off by the HO Workplace Health and regular updates against key milestones delivered.
- Performance against strategic plan key metrics delivered.
- Business plans developed and delivered.
- Project plans reviewed on deliverables, budgets and timing.

Financial Performance

- Revenue forecasting.
- Deliver sales reporting in a timely manner.
- Allocate resources in a financially responsible manner, within budget.
- EBIT, EBITDA, EBIT/ achieved as per budget
- Revenue meets or exceeds budget
- Debtor days within target range
- Effective and timely financial reporting

Customer and Industry Relationships

- Develop and maintain strong relationships with key customers across all channels to foster long term business success.
- Seek out new sales and business opportunities
- Create lead generation and drive client acquisition & growth. Developing strong relationships with senior stakeholders and collaboration with alliance partners to drive joint sales activity.
- Lead RFPs/tenders and negotiation of contracts.
- Take a customer first focus, a solutions-oriented approach with experience building relationships

- Build & maintain relationships with key stakeholders – clients, Staff, Southern Cross Health Society, insurers, Te Whatu Ora, Occupational Health Nurse Association, Joint Venture partners.
- Oversee customer service/satisfaction surveys
- Market share growth against strategic business plan
- Client and staff satisfaction scores at or above targets.
- Identification of new/growth opportunities which are consistent with company objectives.
- RFP's are submitted to a high quality and on time.

Staff Leadership & Management

- Responsible for effective management, leadership and motivation of team including and not limited to co-operation, communication and assistance to other departments of the company.
- Setting team objectives, providing mentoring and monitoring of their performance
- Oversee the recruitment and training of staff members, with the right people in the right positions.
- Promote teamwork, ensuring high staff morale.
- Conduct performance reviews of direct reports, and oversee reviews conducted by others.
- Individual and team revenue targets are consistently met.
- Ensure compliance with contractual and training requirements.
- Staff performance reviews and development plans in place and delivered.
- Staff happiness surveys are positive
- Staff retention is good.

Communication & Advocacy

- Communicate in a professional manner both internally and externally.
- Workplace Health is represented positively internally as well as externally and promoted.
- Communication is effective and professional at all times.

Technology & Innovation

- Promote best practice use of CRM through regular monitoring of CRM activity and identification of areas for up skilling
- Use a combination of CRM reports and queries to regularly monitor sales performance and account manager activity
- Provide support to CRM system/process developments in conjunction with CRM project manager as required. This will include system testing and system enhancements.
- Be aware of advancements in technology that relates to Workplace Health services.
- Investigate and present tech solutions which enhance operational efficiency.
- Business case is presented for possible tech solutions for Workplace Health.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensure that your actions or inactions do not put others at risk.
- You will identify report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made
- Has a good knowledge and understanding of health and safety legislation, policies, standards and procedures.
- Oversee the functions of the Health & Safety committee.
- Foster a culture of honouring diversity by acknowledging and respecting others spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Incidents are effectively managed.
- Risks are identified and mitigated on the Hazards Register.

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrates awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.
- Lead the work with Workplace Health's cultural competencies training.
- Oversee and promote cultural training courses.
- Build relationships and connections with SCHL Maori Health Advisor and relevant others.
- Staff cultural training is in place
- Ongoing relationship building with relevant individuals

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seeks opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to the Environment, Social and Governance (ESG)

- Engages in sustainable practices whenever possible. Employee tries to reduce the environmental impact of their work and take an active role to initiate change to meet Southern Cross's ESG (Environmental, Social and Governance) commitments.
- Employee actively engages to improve their knowledge regarding sustainable practices whenever possible.

Vision

Our vision is for what we aspire.

To help people live their best lives by reimagining healthcare.

Purpose

Our purpose is why we exist.

To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Integrity: We are honest and transparent, committed to doing what is right.

Quality: We strive to maintain the highest standard and best practice, continually seeking to learn and improve.

Empowerment: We enable individuals to take ownership of their health and make changes for the better.

Inclusivity: We value people for who they are, treating them with respect whatever their background and beliefs.

Education, Knowledge, and Skill Requirements

Minimum experience required:

- Proven Sales Management experience
- Proven record of sales leadership and achievement of 5 or more years
- Industry knowledge, strategic implementation and high levels of collaboration and communication skills.
- A high level of written and oral communication.
- A high level of negotiation and selling skills, Results/Achievement orientation.
- Knowledge and skills in customer relationship management
- Time management, particularly the ability to prioritise
- Professional approach, planning and organisational skills.
- Excellent communication skills
- Able to work effectively and efficiently
- Knowledge of Health & Safety and Privacy legislation

Minimum education and training required:

- Relevant tertiary qualification in the field of Sales / Business Management

Education and training desirable:

- Masters of Business Administration, or similar experience

Personal characteristics

- Strong interpersonal skills
- Excellent communicator
- Ability to motivate people
- Highly organised
- Ability to forward plan
- Strong problem solving and decision-making abilities
- High emotional intelligence
- Mentoring skills
- Excellence in quality and Service