



Job specification

Role: Product Innovation Specialist

Team: Product Specialist Team

Employment status: Permanent

Reporting to: Product Specialist Manager

Location: Bryanston, Johannesburg

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative HealthTech solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

About the team

Our team is a dynamic group of experienced professionals with a shared goal of excellence. With over 20 years of combined experience and a deep understanding of our products, we offer specialised knowledge and a proven track record. We work together seamlessly, supporting each other and consistently striving toward company-wide goals. We aren't afraid to tackle issues head-on, and our attention to detail is second to none.

We specialize in managing and facilitating a wide range of products for the medical aid sector. Our core expertise includes processing medical aid claims, validating member and benefit information, providing electronic remittance advices, and managing complex technical integrations with various healthcare providers and medical aid schemes.

About growth

Growth opportunities at Healthbridge are wide and varied, with excellent opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.



About the job

As a Product Innovation Specialist, your mission is to drive continuous improvement and future-forward thinking within our product ecosystem. You will dive deep into current product behavior, industry trends, and both internal and external client feedback to identify areas for innovation. This role is for a visionary who wants to create new processes and enhance current ones, explore new features, and strive towards a cutting-edge product platform.

Responsibilities

- **Analyse & Optimise:** Conduct in-depth analysis of existing products, third-party integrations, and internal workflows to identify critical areas for enhancement, automation, and optimisation.
- **Champion the User:** Act as the voice of our users by actively gathering and synthesising feedback from internal teams and external clients, translating their needs and pain points into tangible, innovative product solutions.
- **Shape the Future:** Directly influence the product roadmap by conceptualising and proposing new features, process improvements, and platform enhancements that align with Healthbridge's strategic vision.
- **Drive Cross-Functional Execution:** Collaborate seamlessly with Product, Technology, and Support teams to ensure innovative solutions are clearly defined, effectively communicated, and successfully integrated into our development lifecycle.

Qualifications and experience

Product Knowledge: A deep and comprehensive understanding of our product ecosystem and internal processes.

Analytical Skills: Strong ability to use data and feedback to identify patterns, solve problems, and make informed recommendations.

Communication: Exceptional written and verbal communication skills, with the ability to articulate complex ideas to both technical and non-technical audiences.

Innovation Mindset: A proven track record of proactive thinking and a passion for creating a more efficient, modern, and user-friendly environment.

Technical Aptitude: Proficiency in SQL for data analysis is a strong plus. Experience with AI technology is also a great advantage.



You could be the Ideal candidate if:

- You are a natural **problem-solver**, driven by an innate curiosity to understand how systems work and how they can be made fundamentally better.
- You possess exceptional **analytical skills**, with a talent for distilling complex information from multiple sources into clear, actionable insights.
- You are a compelling **communicator and collaborator**, capable of articulating a clear vision and building consensus across diverse, cross-functional teams.
- You have a **visionary mindset**, constantly looking beyond the current state to imagine what's possible for our products and our clients.