



Job specification

Strategic Relationships Manager

Strategic Relationships

Employment status: Permanent

Reporting to: Strategic Relationships Executive

Location: 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

The Strategic Relationships team's purpose is to nurture and grow the Healthbridge business through key relationships with strategic clients and partners in the Healthcare Industry. This team works with and supports new projects and partnerships that are aligned with the strategies of the business lines of Healthbridge.

About growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth 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

Role purpose

The purpose of this role is (1) to provide account management to develop and grow our business with strategic clients and partners in healthcare, ensuring we deliver great value, and (2) to act as the primary strategic catalyst for the business, proactively gathering and assessing intelligence to shape Healthbridge's corporate strategy and innovation pipeline.

Description

This role's responsibilities are divided into two core areas:

1. Core Strategic Accounts Management

- Relationship Stewardship: Develop trusted, deep, collaborative working relationships with strategic clients at senior operational leadership levels.
- Negotiation & Agreement: Assist the Strategic Relationships Executive in negotiating win-win, long-term agreements.
- Client Service & Guidance: Collaborate with and guide other Healthbridge teams in ongoing client understanding and appreciation.
- Internal Alignment: Ensure clients and Healthbridge teams develop a shared understanding and aligned incentives to deliver great service to mutual clients and stakeholders.
- Sales & Advocacy: Sell Healthbridge's strengths with current and potential clients and partners.
- Obstacle Removal: Help remove obstacles to success with our clients, partners, and Healthbridge teams.

2. Strategic Intelligence and Opportunity Development

- Proactive Market Sensing: Serve as the front-line sensor, actively engaging with healthcare stakeholders and corporate players to continuously capture quiet intelligence about emerging market shifts, competitor strategies, and potential high-impact opportunities.
- Strategic Filtering: Rapidly review and assess market intelligence to distinguish valuable emerging trends from general market noise.
- Identify promising, high-impact intelligence where data is currently insufficient. Recommend escalating this intelligence for in-depth data investigation, working with internal teams to quantify the full scope, scale, and potential of the opportunity.
- Executive Recommendations: Present clear recommendations for urgent, high-impact intelligence to the Strategic Relationships Executive for immediate escalation to the executive level.
- Growth Motivation: Identify new business opportunities for growth, and motivate these through compelling business cases with measurable and clear value.



Job requirements

Qualifications & Experience

- *Essential:* 5+ years of South African healthcare industry business experience at a management level.
- *Essential:* 5+ years of proven business development within a pharmaceutical or healthcare administrator business.
- *Essential:* A proven track record in delivering measured and meaningful business value, in support of business strategies.
- *Preferable:* Bachelor of Commerce, Business Management, and/or Science degree.

Knowledge and Skills

- Great understanding of the South African healthcare industry and the key stakeholders shaping this industry.
- Exceptional curiosity to understand the Healthcare ecosystem and the workings of businesses, to identify opportunities for value creation.
- Skilled at 'puzzle-piecing' across business structures, linking diverse pieces of intelligence to identify strategic connections.
- Compelling business case crafting, translating intelligence and data into meaningful, differentiated value.
- Engaged in win-win negotiating skills with senior leadership.
- Experience presenting to C-Suite.

Behavioural Competencies

- Delivery-focused, measured according to business outcome value.
- Growth mind-set and a passion for creating opportunities.
- Structured approaches to prioritising focus on the most important time investment.
- Engaging, natural leader of people, comfortable collaborating across teams.

Technical competence

- Great understanding of business structures within a business and across businesses

Leadership Competence

- Engaged, natural leader of people, engaging with 'bridgians', within a team, and across teams