



Job specification

Intelligent Automation Lead

Efficiency Lab

Employment Status: Permanent

Reporting to: Head of Technology

Location: Johannesburg (hybrid)

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 purpose of the Efficiency Lab (eLab) is to fundamentally improve operational efficiencies and reduce costs across Healthbridge through the use of technology solutions, by systematically gathering, validating, and implementing ideas identified from across the business, while impressing on 'bridgians (Healthbridge employees) at large how intelligent automation will shift their work to more meaningful and value-adding activities, helping them and Healthbridge thrive.

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

The Intelligent Automation Lead is a key member of the Healthbridge Efficiency Lab (eLab), with a role that encompasses strategic, business-focused, and technical responsibilities. The Intelligent Automation Lead works closely with the eLab leadership team to envision the future of our operations, to drive business efficiency, reduce costs, and enhance operational quality by leveraging a wide range of AI and intelligent automation technologies. In addition, this individual plays a central role in delivering that vision - with responsibility for the end-to-end lifecycle of intelligent automation initiatives, from identifying and analysing opportunities to designing, developing, and implementing technical solutions. The remuneration package comprises an 80% fixed portion and a 20% performance-based portion, the latter of which is determined against the achievement of business objectives for the initiatives the individual is responsible for.

The Intelligent Automation Lead reports to the Head of Technology, with a dotted-line reporting line to the Head of the eLab, in line with Agile software delivery principles.

Description

Key responsibilities include:

- **Strategic Leadership & Automation Roadmapping:** Work closely with the Head of the eLab, Chief Technology Officer, and Head of Technology to define and drive the intelligent automation strategy for the entire organisation.
- **Technology governance:** Act as the eLab representative on the Healthbridge Architecture Forum, ensuring that all AI and intelligent automation solutions are subject to architectural oversight and aligned with Healthbridge's architectural principles. Ensure alignment of the intelligent automation processes and tools with the Technology Services leadership team.
- **Thought Leadership & Evangelism:** Champion the transformative potential of AI and intelligent automation. Mentor and guide colleagues, share best practices, and build a culture of innovation and continuous improvement.
- **Opportunity Identification & Pipeline Management:** Lead the identification and documentation of processes suitable for intelligent automation, in collaboration with business stakeholders. Manage and prioritise the automation idea pipeline based on feasibility, potential ROI, and strategic alignment.
- **Process Analysis & Business Case Development:** Conduct detailed analysis of business processes, create as-is and to-be process maps, and design optimised workflows. Develop comprehensive business cases for intelligent automation opportunities, including cost-benefit analysis and ROI projections.



- **Solution Design & Hands-On Development:** Design, develop, test, and deploy (or lead teams performing these functions) robust, secure, and scalable intelligent automation solutions using approved technologies. Own the end-to-end technical build of the solution, ensuring it meets business requirements and technical standards, complying with the Healthbridge data protection policy and architectural principles (including 'security by design' principles).
- **Technical Implementation & Deployment:** Manage and execute the full technical implementation of intelligent automation projects, from initial setup and configuration to final deployment, and user acceptance testing.
- **Technical Oversight and Team Leadership:** Provide technical oversight and leadership over 3rd party developers or Healthbridge employees who may or may not be direct reports.
- **Maintenance & Support:** Provide ongoing technical support, troubleshooting, and maintenance for deployed intelligent automation solutions to ensure they remain effective, stable, and adapt to changing business needs. Plan and execute the handover of operational solutions to other teams within Healthbridge.
- **Change Management & Communication:** Act as a champion for intelligent automation within the organisation. Develop and execute change management plans to ensure a smooth adoption of new automated processes and communicate the value of intelligent automation to all levels of the company.
- **Performance Monitoring & Reporting:** Establish key performance indicators (KPIs) and success criteria for intelligent automation projects. Monitor the performance of implemented solutions, report on ROI and benefits, and manage their ongoing operational success.
- **Technology Radar and Selection:** Stay current with emerging trends and technologies in the intelligent automation market, identify promising technologies based on business need and alignment to Healthbridge's architectural principles, lead the evaluation of prioritised technologies by means of prototypes or pilots, and provide recommendations to business and technology leaders based on synthesis of the evaluation findings.
- **Evangelism & Adoption Enablement:** Partner and collaborate with colleagues across the business to identify AI tools and other intelligent automation technologies that streamline the processes within technology and business functions. Provide training and guidance to enable the adoption of these new technologies within the organisation, collaborating with functional leaders and specialists (e.g. change management experts) as required.



Job requirements

Qualifications and experience

- Tertiary degree (BSc in Computer Science, Software Engineering, B.Com Informatics, or other related technology degrees), or equivalent.

Knowledge and skills

- Minimum 3 years of proven experience in a role involving both business analysis and technical implementation.
- Minimum 3 years of experience working on development projects using industry-standard practices and principles, with a proven ability to write maintainable, version-controlled code.
- Minimum 2 years of strong hands-on development experience with one or more intelligent automation technologies, such as:
 - AI and Agentic AI platforms and tools.
 - Low-code/no-code application platforms (e.g. n8n, Zapier).
 - Robotic Process Automation (RPA) platforms (e.g., UiPath, Automation Anywhere, Blue Prism).
- Minimum 2 years of strong proficiency in scripting languages like Python for data processing and API integration (REST/SOAP).
- Experience in developing and communicating business-aligned technology strategies and roadmaps is required.
- Experience in analysing and documenting complex business processes is required.
- Experience in developing business cases and calculating ROI is required.
- Experience working within a formal architecture governance framework is advantageous.
- Understanding of hybrid Cloud environments and how automation interacts with them is advantageous.

Behavioural Competence

- Problem-Solving: strong analytical skills to troubleshoot and resolve complex business and technical challenges.
- Collaboration: ability to work effectively in a team environment and communicate technical concepts to non-technical stakeholders, both in writing and verbally.
- Mentorship: willingness to mentor junior developers and contribute to their professional growth.
- Adaptability: openness to learning new technologies and adapting to changing project requirements.
- Attention to Detail: rigorous approach to coding and documentation to ensure quality and maintainability
- Stress Management: The ability to remain calm during stressful situations and conduct yourself appropriately, which includes maintaining a mature work-life balance.