

<p>Role Mandate</p> <p>Job Title:</p> <p>Function /CFBU:</p> <p>Dimensions of the Job:</p> <p>Reports to:</p> <p>Location:</p>	<p>Director of Commercial and Pharma Services</p> <p>Phoenix Group Commercial</p> <p>Business development, commercial management and client management activities supporting c£1bn sales and service revenue across all CFBU's</p> <p>Group Commercial Director</p> <p>North of England Head Office (Runcorn)- frequent travel required nationwide</p>
<p>Job Summary:</p>	<p>The role holder will be responsible for the c.£1bn revenue generated through this channel, the leader of business development activities, commercial management and pharma service client management for all of Phoenix UK's upstream customer channels and national NHS organisations for commercial supply chain agreements.</p> <p>They will be the owner of the upstream customer proposition and business development (BD) activity required to retain existing and win new manufacturer clients to our channel propositions. They will be responsible for the implementation of the pharma services and group commercial proposition across CFBU's and functional teams. They will ensure that the commercial, patient service and distribution agreements made with manufacturers, suppliers and national NHS organisations are executed by the relevant sales channels and support functions.</p>
<p>Responsibilities :</p>	<ul style="list-style-type: none"> • Deliver against revenue, EBIT and cost budgets for the Phoenix UK Group. • Own the development and implementation of a compelling sales strategy for winning new manufacturer clients to Phoenix; to be developed and implemented with direct reports and colleagues from the sales & marketing team and from support functions. • Lead the development of innovative channel and customer propositions to meet the needs of existing and new customers and clients, including national NHS organisations, with colleagues from the sales and marketing team and from support functions. • Ensure the operational, regulatory and commercial needs of the customer channel are met through the Phoenix UK group functions by representing the customer in management meetings, with colleagues across support functions and through the activities of the Commercial, BD and Pharma Services teams. • Ensure execution of high quality commercial programme implementation, sales and customer management activities through the recruitment, development, management and leadership of the Pharma Services and Commercial teams. • Work with direct reports and learning and development colleagues to deliver coaching and training for the sales team, including ABPI representatives' qualifications where necessary. • Ensure implementation of promotional programmes and sales activities commissioned by manufacturer clients through the channel teams and provide feedback to clients on performance and call quality criteria. • Represent Phoenix Group in industry and sector level meetings. • Act as part of the Phoenix UK Commercial management group in delivering against the Phoenix Fit4Growth strategy.

	<p>Leadership</p> <ul style="list-style-type: none"> • Visible role model for the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people • Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints . • Pivotal role in the Senior Leadership Team developing and implementing Group strategy. • Developing Finance capability in the understanding and applying of best practice, and policies to ensure consistency of risk.
Key Experience, Knowledge, Skills & Qualifications:	<p>Key Experience</p> <ul style="list-style-type: none"> • Established commercial manager with previous experience leading sales, account management, trade marketing and commercial teams. • Experience of working within the supply chain and commercial processes of large organisations . • Experience of developing and maintaining a customer proposition through working with key internal and external stakeholders. • Experience establishing appropriate management frameworks for employees to perform and develop their full capabilities. • Experience creating value and establishing meaningful change. • Experience in an operational B2B environment, ideally within the pharmaceutical sector or another regulated supply chain. • Experience of delivering commercial and patient focussed programmes in partnership with NHS procurement, clinical teams, GPs, CCGs, HCPs and NHS bodies and with manufacturer brand, sales and commercial teams. <p>Knowledge and skills</p> <ul style="list-style-type: none"> • In depth knowledge of the clinical, commercial and supply chain drivers of the pharmaceutical market and the ability to translate this into strong propositions. • Ability to understand the needs of patients and how new services can be developed and existing services can be improved within legal and health policy constraints. • Strong leadership skills and the ability to motivate a team to deliver the business strategy. • Highly developed commercial judgment, communication, influencing and negotiation skills. • Realises goals while considering costs, benefits and risks. • Motivated to continuously improve and achieve excellence. • Promotes diversity, team spirit and a sense of mutual responsibility to deliver customer excellence. • Ability to influence and collaborate across functions and levels. <p>Qualifications</p> <p>Essential- Degree level qualification</p> <p>Desirable- Life sciences/pharma qualifications, MBA qualified, ABPI qualified</p>
Key Interfaces	<p>External – key manufacturer client commercial, clinical sales and marketing contacts. Relevant national DHSC and NHS contacts.</p> <p>Internal – Speciality and other CFBU teams, key Phoenix UK and Europe support function stakeholders responsible for delivering channel propositions.</p>

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Business

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Customer

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Quality

People

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement