

## Role Mandate

Job Title:	Business Development manager (Manufacturer Services)
Function /CFBU:	Phoenix Speciality Services
Dimensions of the Job:	Business Development activities to grow commercial and service revenues in our Pharma Services channel
Reports to:	Head of Business Development
Location:	North of England (Runcorn or York )- frequent travel required nationwide

## Job Summary:

The role holder will be the individual contributor focussed on business development activity to drive commercial service revenue in the Phoenix Group UK's Pharma Service's channel.

They will be the CFBU owner of our manufacturer service propositions, the business development (BD) activity required to win new manufacturer customers (pharma, medical device and healthcare services) and to our channel propositions and a key stakeholder in the development and implementation of any new service solutions.

## Responsibilities :

- Deliver against revenue, EBIT and cost budgets for the Pharma Services channel and individual targets .
- Own the development and implementation of a compelling BD strategy for winning new customers to our propositions ; to be developed and implemented with colleagues from the Pharma Services team and from support functions.
- Participate in the development of new channel and customer propositions to meet the needs of existing and new customers and clients with colleagues from the CFBU channel teams, procurement, finance, other CFBU teams and from support functions, in particular the patient services, marketing and supply chain functions.
- Ensure the operational, regulatory and commercial needs of the customer channel are met through the Phoenix UK group functions by representing the customer channel in management meetings, with colleagues across support functions and through their activities.
- Ensure execution of high quality sales, tender submission and customer management activities through planning, consultation and engagement with colleagues across the BD and Commercial teams.
- Represent Phoenix Group in industry and sector level meetings.
- Act as part of the Speciality Services team management group in delivering against the 2021 growth strategy.

### Leadership

- 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 CFBU Leadership Team developing and implementing Group strategy.

	<ul style="list-style-type: none"> <li>Developing Finance capability in the understanding and applying of best practice, and policies to ensure consistency of risk.</li> </ul>
Key Experience, Knowledge, Skills & Qualifications:	<p><b>Key Experience</b></p> <ul style="list-style-type: none"> <li>Established Business Development in the healthcare , healthcare logistics or pharmaceutical wholesale sector.</li> <li>Experience of working within the supply chain and commercial processes of large organisations .</li> <li>Experience of developing and maintaining a customer proposition through working with key internal and external stakeholders.</li> <li>Experience creating value and establishing meaningful change.</li> <li>Experience in an operational B2B environment, ideally within the pharmaceutical sector or another regulated supply chain.</li> <li>Experience of delivering programmes in partnership with manufacturer brand, procurement, sales, and commercial teams.</li> <li>Experience of public sector and manufacturer tendering and procurement processes.</li> </ul> <p><b>Knowledge and skills</b></p> <ul style="list-style-type: none"> <li>In depth knowledge of the clinical, commercial and supply chain drivers of the healthcare sector and the ability to translate this into strong propositions.</li> <li>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.</li> <li>Highly developed commercial judgment, communication, influencing and negotiation skills.</li> <li>Realises goals while considering costs, benefits and risks.</li> <li>Motivated to continuously improve and achieve excellence.</li> <li>Ability to influence and collaborate across functions and levels.</li> </ul> <p><b>Qualifications</b></p> <p>Graduate- ABPI qualified</p>
Key Interfaces	<p>External – key primary care, acute and other NHS sector contacts, influencers and opinion leaders, manufacturer client sales and marketing contacts .</p> <p>Internal – Speciality and other CFBU leadership teams, Phoenix UK and Europe support function stakeholders responsible for delivering channel proposition .</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