# Job Description

PHS Group

Title: Healthcare Sales Manager

Territory: National

**Reporting Manager**: Healthcare Commercial Manager

**Position Purpose**

Following on from the successful growth of the healthcare service line within phs over the last 5 years, we have introduced this role to focus and develop our new business strategy and drive activity across multiple sectors within the Healthcare waste market.

You will help to develop and deliver the sales strategy by delivering new label business, supporting the Healthcare Commercial Manager in the delivery of agreed objectives in line with the overarching Hygiene Sales strategy.

Leading a specialist team of national based business development managers, this role is responsible for taking the sales strategy forward into execution and driving an agenda of sales transformation, standardisation, and continuous improvement in partnership with the Healthcare Commercial Manager and Head of Waste and Supply Chain.

**Roles and Responsibilities**

**Revenue Generation**

* Work with the commercial leadership team to develop a Competitive Business Sales strategy to deliver against plan
* Working with the tenders’ team to complete complex tender submissions and presentations to new clients
* Accurately forecast and deliver revenue and profit against budget
* Identify areas of innovation through product and sustainability enhancements
* Drive a team of business development managers to consistently deliver or exceed their revenue targets
* Work with key internal stakeholders including Marketing and Product Development teams to identify new business opportunities
* Carry out market research and maintain knowledge about the clinical waste market, including competitor activity analysis any relevant new legislation updates as appropriate
* Set the standards for effectiveness, efficiency, and quality of sales activity
* Support the team with commercial direction and more complex negotiations

**Continuous Improvement**

* Regularly and consistently measure and manage performance against sales plan and KPI’s
* Continuously looking at where the business can improve and enhance its sustainability credentials to support our customers ESG goals
* Always looking to improve the Sales Process
* Lead and involve people in process improvements
* Encourage, recognise and reward a culture of improvement, listen to the team and try their ideas
* Facilitate change whilst managing the impact on performance
* Drive a high performing culture through the measurement of performance against key metrics
* Focus on root cause analysis to solve problems

**Sales / Customer Culture**

* Champion the Sales strategy ensuring the customer is at the heart of what we do
* Promote a culture of excellence in respect of customer service, quality and improvement
* Work closely with the Marketing teams to develop compelling, and well-timed campaigns and Case Studies to unlock the growth potential in the market

**People Development**

* Coach and develop Business Development Executives to foster a performance and coaching culture
* Develop the capability of teams through structured learning and development plans and strong performance management processes
* Recognise and develop talent with solid succession plans

**Leadership**

* Lead by example
* Set the tone for the function in regard to appropriate values and behaviours
* Focus on communication to ensure teams are heard, informed and supported
* Drive an energetic and positive working environment where people feel they can be the best they can be
* Forging and building excellent working relationships across the wider organisation and inspiring a sales / customer culture

**Person Specification**

The right person will have a minimum of 3 years’ experience leading a successful business development team within the Healthcare Sector. They will be self-motivated with the ability to bring positive energy and focus to peers & members of the team inspiring a high performance and commercial culture. Open to change they will continually drive improvements to generate revenue and provide the customer with the best possible experience.

They will be skilled and comfortable at dealing with people at all levels throughout the organisation, stakeholders, and customers.

**Skills**

* Great Leadership Skills
* Coaching and development
* Strategic thinking
* Continuous Improvement
* Problem solving and decision-making ability
* Proven ability to manage change well

**Experience**

* Minimum 3 years of Sales Management experience within Healthcare Sector
* Excellent new business sales track record
* Excellent people leadership and management skills at a senior level
* Proven experience of analysing, interpreting and acting upon management information
* Proven experience of delivering organisational change at pace
* Proven experience of coaching a team to success