**Role Profile**

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| **Job title** | Senior Technology Manager |
| **Reports to:** | Head of Digital & Marketing |
| **Grade** |  |
| **Location** | Hybrid |

**Role Purpose**

Reporting to the Head of Business Development, own the end-to-end customer facing technology ecosystem for AAH, Trident & Enterprise. To understand, assess and implement the future needs of the AAH Customer base across all customer types. To keep abreast of the changing regulatory environment with a view to ensuring AAH maximise the commercial opportunities available. Stay connected to the industry, understanding, and evaluating technology trends and developments to scope where AAH can white label, resell, attract commissions, or drive enhanced wholesale spend from customers. Engage with industry & customer stakeholders to build the AAH technology ecosystem of the future that will encompass changes in ordering technologies, ecommerce & distribution models including Hub & Spoke, Centralised Dispensing, Bulk, Automation and Just in Time ordering. Lead the relationship at a senior level with key technology suppliers and outsourced partners including commercial negotiations, ways of working and joint initiatives. Drive the future agenda for customers on the AAH PMR, Connect+, AAH Cascade and take leadership of respective teams.

**Accountabilities**

* Define & own the commercial strategy for AAH Technology Services
* Commercial accountability for management of technology partners including but not limited to PMR, Automation & Ordering Solutions.
* Commercial accountability for the strategic leadership of outsourced partners servicing AAH customers on AAH behalf
* Own the go-to-market growth & retention strategy across all ordering channels for AAH Technology Services
* Commercial accountability for the AAH PMR estate, c2000 sites, covering growth, retention and innovation
* Lead AAH technology including overall management and responsibility for technology solutions that create dispensing efficiencies and commercial opportunities for our customers, such as managed solutions that cover e-PoS and dispensing
* Collaborate with industry partners, new & existing, that will complement the AAH brand
* Engage with third party PMR providers to understand there roadmap with a view to how AAH can compliment this
* Lead, develop and train direct reports
* Train and develop sales team colleagues on technology propositions
* Ensure all stakeholders within the business are kept abreast of project & product progress
* Support the Head of Business Development in preparation of weekly & monthly reporting processes
* Promote AAH Connect+ and AAH Cascade participating in industry events and forums promoting the proposition

**Experience and Qualifications**

**Knowledge/Skills**

* Ability to commercialise technology, demonstratable track record of turning technology to increased sales revenue
* Commercial acumen, analytical skills, and ability to model basic pricing structures to show R.O.I
* Confident with senior stakeholder relationships and can demonstrate strong interpersonal skills
* Scope, build and implementation of business cases
* Leading leaders, influencing colleagues at all levels
* Lives and breathes a ‘customer first’ attitude
* Can deliver in a fast-paced Commercial environment
* Results driven, structured and well organised.
* Strong natural interpersonal skills and comfortable working with autonomy.
* Experience within a Wholesale business
* An understanding of the Pharmaceutical Industry
* Strong time-management skills

**Role Scope**

**Key stakeholders:**

* CEO, Chief Commercial Officer, Chief Information Officer, Customer Director, Category Director, Head of Digital & Marketing, Head of Commercial Excellence, Sales Controllers, Heads of Categories
* B2B Sales Teams, across AAH/Tri/Ent
* Supply & Inventory Teams

This role profile is a written statement of the essential characteristics of the job, with its principal accountabilities, skills, knowledge and experience required. This is not intended to be a complete detailed account of all aspects of the duties involved.

## Diversity and Inclusion

At AAH, we don’t just accept difference — we celebrate it, we support it, and we encourage it for the benefit of our colleagues, our services, and our communities.

Our aim is to embrace different viewpoints, opinions, thoughts, and ideas and encourage a culture of inclusion for customers, patients, and staff.

As a member of our team, it will be part of your role to:

* encourage diversity and inclusion through your working practice
* challenge and highlight discriminatory practices and processes
* strive for a diverse and equal workplace

This role profile is a written statement of the essential characteristics of the job, with its principal accountabilities, skills, knowledge, and experience required. This is not intended to be a complete detailed account of all aspects of the duties involved.

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| **Version Number** | **Date of change** | **Summary of change** |
| XXXXXXXXX | XXXXXX | 1. XXXXXXXXX |

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date Signed:** |  |