

Position Description

Background

At Streamliners, we improve the health and wellbeing of people around the world by enabling:

- Community – collaborating globally for local impact
- Conversations – agreeing about what will work around here
- Clarity – offering clear guidance at the point of care

Streamliners is a global business working with health and social care organisations throughout New Zealand, Australia, Ireland and the United Kingdom. Our high-value, long-term relationships with these organisations are based around excellent content and systems, and the network effects that our unique Platform and Community Membership Services support. We focus on helping these organisations to collaborate through networks such as the well-established HealthPathways Community.

Streamliners wishes to continue growing its membership base so that more people around the world can benefit from our services and we can, in turn, invest in scaling and developing our offering to optimise the value of our services to members.

Purpose of the role

To lead, guide and support the day-to-day operation of Streamliners and its subsidiary companies, ensuring its long term success as defined by its agreed purpose, vision, values, strategy and business plan. This includes:

- Championing Streamliners' purpose, vision and values
- Developing and executing the strategic plan
- Driving product and service innovation and international expansion
- Leading, guiding and coaching your Executive Team, and through them, your employees, contractors, members and member employees dedicated to our success
- Enabling the capability and development of Streamliners' employees and customers
- Managing a sustainable business
- Leading the organisational culture

Reports to

Streamliners Board of Directors

Direct reports

- Chief Marketing Officer
- Chief Financial Officer
- Chief People Officer
- Chief Services Officers
- Chief Technology Officer
- Director of Research and Evaluation
- Managing Director, Streamliners UK
- VP Asia Pacific

Key tasks and outcomes

Leadership

- Provide a strong sense of direction and role model our organisational values, focussing on our mission of improving the health and wellbeing of people around the world
- Deliver strategies, policies and processes internationally that enable Streamliners to foster and retain a purpose-driven, values-based team
- Lead the business to operate effectively as a multi-country organisation that has its head office in Christchurch, New Zealand
- Work with senior leaders to create and roll out plans for operational processes, internal infrastructures, reporting systems, and company policies designed to foster global growth, profitably and efficiencies
- Lead effective communication between Streamliners and key stakeholders, including customers, members, partners, suppliers, employees and the Board of Directors
- Develop robust systems, processes and policies, steadily improving operational capabilities, and strengthening enterprise resilience for continued international growth
- Coach and mentor the Executive Leadership team providing leadership, guidance, and motivation
- Ensure your leaders are supported to attract, retain, develop and manage their employees
- Build a global culture focused on accountability, goal achievement, sound decision making and high engagement
- Act as the public face of Streamliners, representing the organisation to major customers, potential customers, key suppliers, and professional associations in ways that strengthen the profile of the organisation internationally
- Provide leadership, effective mentoring and professional development to all employees
- Ensure appropriate, current technology and technology solutions are in place and adding value
- Develop long term relationships with key clients / members / suppliers to drive customer satisfaction

- Maximise opportunities to learn from others and from your experiences and share information and knowledge, building a culture that values learning and development.

Strategy

Lead the development of strategy and associated strategic plan and policies, that:

- are aligned with vision, purpose and values,
- encourage sustained growth and business development, both domestically and internationally
- build the reputation of Streamliners and its Healthpathways offering so that over the next 5 years it becomes the pre-eminently trusted and respected leader in health system improvement thinking and leadership
- assess and address, where appropriate, the changing and diverse needs of the health sector, economy, technology and availability of skills
- adopt the use of AI into the business at multiple levels to optimise efficiency and effectiveness in delivering services to our members, including enhancing the user experience
- ensure key performance objectives and initiatives are identified, agreed, proactively monitored and refined to meet changing needs;
- ensure all risks to Streamliners operations or reputation are identified and avoided, managed or mitigated
- drive strong organisational brands and global public profile

Operational

- Support the development of 'team / department' strategies and goals and have oversight of:
 - potential new member interactions and negotiations
 - significant purchases and supplier arrangements
 - improving core technologies to enable rapid product and service enhancement
 - system reliability and efficiency
 - continuous improvement activity
 - performance-related and value-add activity and metrics
 - organisational structure and roles to effectively deliver results
 - ensure effective reporting and metrics are available and accessible
 - effective teamwork across teams and subsidiary companies
 - the pathway production process and continuous improvements
 - service levels to members and member satisfaction
- Ensure the prudent financial management of the organisation with an oversight of:
 - financial strategy
 - annual financial modelling and reporting including revenue budgets, forecasts, monthly reports, annual accounts, tax payments, cashflow, salary reviews, IRD compliance.

- delivery of strategic and profit targets
- management of expenses, capital expenditure, unforeseen costs and margins
- Maintain an effective relationship with the Board of Directors:
 - keeping them informed on all issues related to financial, statutory and legal requirements and obligations
 - ensuring they are informed of any developments or risks that might impact on the organisation or its reputation, in a timely manner
 - providing accurate, timely, and relevant reporting of performance against key objectives
 - providing robust induction programmes, relevant training, professional development programmes and professional advice as necessary
 - attending Board meetings and Board activities
 - providing appropriate information and recommendations for informed decision making
 - providing support and being accessible to Directors, to enable them to fulfil their governance role.
- Develop a common and consistent approach to business practices, policy and procedures.
- Compliance with legal and statutory obligations, including Health and Safety.

Company culture

- Support a culture of cooperation, continuous learning, and improvement, that reflects and protects our company values.
- Contribute to the development and implementation of a positive Streamliners' culture.
- Follow all policies and procedures (including any Codes of Conduct) as set out in the Streamliners' individual employment agreement and Streamliners knowledge bases.

About the role

Interpersonal relationships

Internal

- Board of Directors
- ELT members
- All employees

External

- Customers / members
- Vendors
- Suppliers
- Health authorities and funders

- Government agencies
- End users
- Other stakeholders

About the person

Education and experience

- A bachelor's degree (or higher qualification) in a related field or equivalent experience
- Experience driving international business strategy, development and growth
- Proven, successful experience as part of Executive Leadership teams in complex organisations
- Experience working within or interfacing with the New Zealand public health sector is an advantage

Knowledge, skills, and abilities

- Proven ability to leverage your team and relationships to gain and scale knowledge
- Understanding of the public health sectors, the culture, operations and challenges, and the ability to influence in this environment
- Experienced in driving international business strategy, development and global growth
- Proven experience and capability leading business transformation(s)
- Excellent people leadership skills, evidenced by your proven ability to:
 - drive vision, values and purpose
 - build strong teams,
 - build organisational capability
 - enable a culture of learning and continuous improvement
 - leverage the expertise of your leadership team to ensure that the day-to-day management of all aspects of the business is discharged with appropriate skill and diligence
- Proven ability to establish and maintain excellent relationships across a wide range of stakeholders
- Goal driven and accountability focussed, with a proven ability to drive and deliver results, always seeking to learn and improve
- Proven ability to understand, embrace and harness thought leadership and strategy
- Excellent communication skills, with the ability to communicate effectively at all levels of the business and across stakeholder groups
- Proven ability to influence effectively and negotiate the best outcomes, without using hierarchical power
- Strong analytical and creative problem-solving skills
- Financial literacy
- Literacy in the application of technology in modern, complex environments

- Understanding of legal and contractual fundamentals

Attributes

- Purpose driven, demonstrating strong alignment with Streamliners purpose and values
- Demonstrates curiosity and a hunger to learn and develop
- Smart and authentic and shows humility
- A strong team player
- An effective and flexible collaborator, influencer, mentor, and coach
- Values communication that is simple, clear, and straight to the point
- Highly motivated, proactive, resourceful and engaged
- High emotional intelligence and personal resilience, is self-aware and composed under pressure
- Adaptable with the ability to flex in order to get the best outcomes
- Forward thinker, looks for opportunities, invested in making change and/or influencing change

This position description does not cover every aspect of the job. As a result, these tasks and this description may be varied from time to time