

GENERAL MANAGER – HEALTHONE LIMITED PARTNERSHIP

POSITION DESCRIPTION

INTRODUCTION

HealthOne LP is entering a period of national expansion and transformational opportunity. Success in this next phase requires a General Manager who is not only commercially astute and strategically skilled, but who demonstrates exceptional persistence, tenacity, and the ability to continually scan, assess, and convert future opportunities. This role demands a leader who thrives in ambiguity, pushes through complexity, and maintains momentum even when barriers arise, someone who sees challenges as catalysts for innovation and growth. The GM will demonstrate measured persistence in progressing national adoption, championing integrated digital health solutions, and ensuring HealthOne LP remains a trusted, high-performing partner across Aotearoa.

ABOUT HEALTHONE LIMITED PARTNERSHIP

HealthOne (2021) Limited Partnership (HealthOne LP) is owned jointly between Pegasus Health (Charitable) Ltd and New Zealand Health Ventures. The Partnership provides two nationally significant digital health services:

HealthOne – a secure, shared electronic health record supporting safer, more integrated care across Aotearoa.

ERMS (Electronic Referrals Management System) – a trusted referral platform processing approximately 95,000 referrals every month, supporting seamless information flow between community, primary, and secondary care providers.

Together, HealthOne and ERMS enable clinicians to access essential patient information at the point of care, reduce duplication, strengthen safety, and enhance system efficiency. Following the integration of ERMS into HealthOne LP in July 2025, the organisation is expanding toward nationwide delivery.

OUR PURPOSE

Harnessing the power of information and collaboration to transform health and wellbeing outcomes, enabling clinicians to work more efficiently, save time, and strengthen performance across the entire health system.

THE OPPORTUNITY

HealthOne LP is at a strategic inflection point. With a trusted reputation in the South Island and strong uptake of ERMS nationally, the Partnership is scaling into the North Island through new partnerships with Health New Zealand | Te Whatu Ora, N4 partners, iwi/Māori providers, and emerging digital innovators. This growth requires:

- purposeful follow-through,
- entrepreneurial drive,
- disciplined commercial judgment, and
- resilience in the face of system complexity.

The GM will actively seek, assess, and pursue future partnership, commercial, and technology opportunities, ensuring HealthOne LP expands sustainably, strategically, and with national impact.

THE ROLE

Position Title: General Manager

Reports to: Chair, HealthOne Limited Partnership

Location: Christchurch (with national travel)

Direct Reports: Two LP employees + contracted Programme/Delivery teams

Operational Delivery (Contract for Service): 35 staff including Programme Managers

Budget Responsibility: ~\$7.7m annual budget

KEY STAKEHOLDERS

Internal:

- HealthOne (General Partner) Ltd Board
- HealthOne LP staff
- HealthOne Programme Manager
- ERMS Programme & Product Manager
- Pegasus Health CTO

External:

- Limited Partners: Pegasus Health & NZ Health Ventures
- Health New Zealand | Te Whatu Ora
- Ministry of Health | Manatū Hauora
- N4 partners – Pegasus Health, Tū Ora Compass Health, Pinnacle, ProCare
- Iwi/Māori health providers and partners across Aotearoa
- Primary Health Organisations (PHOs) and locality networks
- General practices, community health providers, allied health, NGOs
- Hospital and specialist services
- Vendors, technology partners, contracted development and support teams
- Emerging digital health innovators and integration partners
- Existing customer base and prospective North Island adopters

KEY RESPONSIBILITIES

Strategic Leadership

- Lead development and execution of HealthOne LP's strategy.
- Drive national expansion, especially into the North Island.
- Strengthen commercial sustainability and product direction.
- Provide strategic advice and reporting to the Board.

Commercial Growth & Market Development

- Protect and grow the customer base.
- Develop new business opportunities and revenue pathways.
- Engage early adopters, PHOs, iwi/Māori providers, and North Island partners.
- Lead commercial negotiations and sector representation.

Contracting, Vendor Management & Governance

- Negotiate and maintain sustainable commercial agreements.
- Manage vendor SLAs and lifecycle performance.
- Maintain commercial documentation and delegated authorities.

Technology, Security & Data Governance

- Oversee platform stability, performance, and technology roadmaps.
- Act as Privacy Officer and ensure compliance.
- Ensure robust cybersecurity in collaboration with Pegasus CTO.

Operational Leadership

- Lead delivery, programme performance, and organisational operations.
- Manage budgets, resources, and administrative systems.
- Build a customer-centred, high-performance culture.

Health, Safety & Risk

- Meet responsibilities under the Health and Safety at Work Act 2015.
- Identify and mitigate emerging risks across privacy, cybersecurity, and operations.

QUALIFICATIONS & TECHNICAL SKILLS**Essential:**

- Senior leadership experience in health, digital health, or health IT.
- Strong knowledge of the New Zealand health system.
- Commercial and business development capability.
- Strong technology literacy.
- Tertiary qualification in health management, IT, or equivalent experience.

Desirable:

- Qualifications in business, IT/software development, governance, or law.
- Experience leading software or digital product organisations.

EXPERIENCE

Essential:

- Proven organisational leadership.
- Experience in healthcare or digital health delivery.
- Commercial negotiation, account management, and customer relationship experience.
- Experience reporting to or working with a Board.
- Strategy execution and change leadership.

Desirable:

- Risk management and strategic problem-solving.
- Change management experience.
- Experience scaling digital products nationally.

PERSONAL ATTRIBUTES

- Strong relationship builder across clinicians, partners, and technical teams.
- Entrepreneurial, proactive, and commercially minded.
- Values-driven, pragmatic, and resilient.
- Skilled influencer with political and commercial acumen.
- High integrity and commitment to data privacy.
- Strong analytical and strategic thinking skills.