

Vacancy – Group Head of Operations

Lenmed is seeking a seasoned Operations Executive to develop and implement operational strategies, resulting in improved group profitability and superior patient experience and clinical outcomes.

About us:

Lenmed Health is an international provider of innovative healthcare solutions across a diverse range of clients. We pride ourselves as being a leader in the provision of state of the art healthcare services on the African Continent, who believes passionately in using business as a force for good in everything we do.

Our competitive advantage lies in our agility, management expertise and the quality of our team. We pride ourselves on a customer-centric approach and a 'can do' attitude.

Today, we operate across South Africa, Mozambique and Botswana.

Lenmed commits to be a relevant and growing healthcare group championing exceptional patient experiences and clinical outcomes, while remaining true to our roots, the communities and the people we serve.

Role Summary:

Based in Gauteng and reporting to the Chief Executive Officer, this is a critical Exco role, leading a high-performing team in managing the operations of the organisation. You will work closely with a range of internal and external stakeholders to drive sustainable profit growth, implement strategic imperatives and drive operational excellence.

Key Performance Areas:

The successful incumbent will be accountable to the Chief Executive Officer and will oversee the hospital division including stakeholder engagement. This role involves, inter alia, the following key performance areas:

- Contribution towards the formulation of the overall Group strategy;
- Development and implementation of operational strategies aligned with the overall Group strategy;
- Assumption of overall Operating Profit and Loss responsibility of the Group's operations;

Lenmed Health Management Company (Pty) Ltd

- Continuous engagement with a range of internal and external stakeholders, including but not limited to Provincial and National Departments of Health, Medical Professional Boards and Associations, Medical Universities, Hospital Specialists, Community General Practitioners, Community Leaders, Employee Unions etc, in the interests of building sustainable partnerships, for the benefit of both parties, in line with the Group's overall strategy;
- Ensuring that the Group is able to leverage its infrastructure base to improve return on equity in excess of the Group's weighted average cost of capital;
- Identification and Assumption of overall responsibility for the delivery of priority capital investment projects required, to ensure sustainable growth, in line with the overall Group strategy;
- Attainment of the highest standards of efficiency and customer service in the Group's facilities, with support from other Group management functions;
- Ensuring all reporting requirements as required are met;
- Leading by example, instilling the Lenmed culture, values and ethos to the operational teams;
- Provision of sound management support to Hospital management teams;
- Driving the implementation of Head Office developed processes and policies at a hospital and/or operational level;
- Participation in mergers and/or acquisitions activities, including the planning and implementation of takeovers and transitions of new facilities onto the Group operating platform;
- Active oversight and management of all operational matters at the hospitals with the Hospital Management teams.
- Driving of innovative thinking and new business models across all facets of the business.

Qualities of the successful candidate:

The successful candidate will embody personal attributes that will enable them to quickly add value to our Vision, including:

- Passion - wants to make an impact and cares about the business and brand
- Curiosity - wants to understand how things work and how to make them better
- Drive - self-starter, who is able to undertake multiple priorities across the business
- Analytics and Resilience - bring an analytical perspective to solve business challenges
- Judgement - applies experience, facts, and intuition to assess situations and define solutions
- Influence - ability to relate to and influence across the organization
- Innovation – ability to take the finance function to the next level

- Growth Champion - a strong leader with experience in guiding, driving, connecting and inspiring people
- High level of integrity and dependability with a strong sense of urgency and results-driven
- To perform effectively as leader, the incumbent will need the requisite leadership and interpersonal skills, including communication, strategic thinking, change management, emotional intelligence and decision-making skills

Minimum Required Education:

- Tertiary Level Qualification required

Inherent Requirements:

- Experience in the Healthcare sector is essential
- Minimum 15 years' experience as a hospital manager of large multidisciplinary hospitals as well as experience in a Regional/ National role essential
- Proven track record of growing the business
- Proven track record of increasing specialist base
- Willing to travel locally and abroad

Application Process:

Candidates that meet the minimum criteria will be subjected to an interview and evaluation process and must be aware that previous employers and references will be contacted and their qualifications, credit and criminal records will be verified. The candidates will be required to disclose all financial interests.

The application must be accompanied with a covering letter, comprehensive CV, original certified copies of qualifications, ID document, driver's license and the names of three contactable references from current and previous employers must be provided.

Applications must be submitted via e-mail to Miss Bhavani Jeena, Group HR Manager – Bhavani.Jeena@lenmed.co.za by **no later than Tuesday, 24 November 2020**

Correspondence will be limited to shortlisted candidates only. If you do not receive a response within 3 months from date of advert, please accept that your application was unsuccessful.