

Job Specification: General Manager, India

Overview of reach52 and Our Work

reach52 is a social enterprise which aims to bring universal basic healthcare services to communities in low-access, developing regions through an innovative service model and technology platform. Our approach focuses on leveraging existing community facilities (such as shops, churches, schools, etc.) and people to use a key technology platform to help deliver basic healthcare services to their fellow citizens. This allows core health services to be distributed deeper into communities where traditional healthcare services are unable to reach (such as Barangay Health Centres), giving basic support locally but also providing a navigation service where patients are able to find local clinics, purchase affordable quality medication, understand financing options (PhilHealth, PCSO, etc.) and connect them to regional and national healthcare facilities.

Overview of the Role

In 2019, reach52 was been awarded funding from a major bank to grow into India. We would like to hire an experienced, confident and resourceful individual to lead our India operations. This will start with setting up the organisation, defining key launch strategy and partnerships, and then defining initial pilots with State governments. Once this has been agreed, you will oversee implementation, service delivery and general operational management in partnership with the global leadership team (based from Singapore).

This will be a demanding, hands-on role, overseeing the conceptualisation and strategy for our launch, to piloting and set up, and then all core tenets of reach52's service (technology, health education and outreach, marketplace services and commercial operations) as well as ongoing management of service delivery (reporting, escalations, geographical expansion, finance/operations). This is a strategic role, looking at new regions to grow into and working with senior stakeholders from across the public and private healthcare sector to build, maintain and increase the support for our projects. You will have the full support of the founders and board, but this is an opportunity for you to implement your experience, knowledge and business abilities.

Title: General Manager, India

Employment: Full time with 6-month probation period

Start Date: November 2020

Location: Bangalore

Must have/be: Be based in India with right to be employed there

Reporting to: CEO

Role Scope and Responsibilities

The core role scope and responsibilities of the General Manager will be:

- Manage new site implementations of reach52's service;
- Evaluate new sites, and define/maintain the India expansion strategy;
- Manage future existing service implementations;
- Manage and guide all local resources and teams, spanning partnerships, software development and project management;
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- Manage any issues and escalations, reporting to the global leadership team;
- Manage stakeholder and partner relationships across public, private and non-profit organisations;

- Create business development and revenue generation strategy, with integrated marketing plan;
- Oversee all business as usual (BAU) activities (finance, accounting, HR, payroll, etc.)

Person Specification

The ideal candidate will have:

- 10+ years' experience in management/leadership role and leading complex teams;
- Strong knowledge of healthcare, technology and business development is a strong advantage;
- A professional, credible, confident and constructive manner and approach; ideally with strong network in the healthcare/NGO/technology/government sector;
- Excellent people management and communication skills, able to build strong networks;
- Understanding of social enterprise and alignment with reach52's company mission and vision;
- Flexibility/adaptability to work as part of a small-but-growing team in a dynamic way with evolving duties;
- Business development and stakeholder management skills across government, private sector and NGOs;
- Ability to work hard and stick to tough deadlines; motivate teams to do the same;
- Strong collaboration mentality, problem solving abilities and commitment to executing complex programs;
- Willingness and ability to travel, with valid passport

Interested candidates may send in their CV and cover letter to operations@reach52.com