

## Job Specification: Head, Program Delivery

### Overview of reach52 and Our Work

reach52 is a fast growing, global, social enterprise start-up working to bring sustainable, universal basic healthcare services to users in low-access, developing regions. We do this through an innovative service model, an offline technology platform and embedding support within communities to help residents access care, knowledge and other services we deliver. We need a socially motivated, high achieving individual to support our strategic initiatives with a number of global partners.

Our mission is divided in to two parts: community access, navigation and healthcare support on the one side; and low-cost fill-in services to sustain the solution on the other. This allows our core healthcare services and treatments to reach further into communities, prevent unnecessary suffering and save lives where state of the art services don't always get to. We work across the Philippines, India and Cambodia.

Going to work each day and creating new ways to positively impact people's lives is at the heart of what we do. To learn more about reach52, watch this short video <https://vimeo.com/386671270>

### Overview of the Role

The core focus of this role will be to manage the successful delivery of the B2B programs with our key clients such as pharmaceutical companies, corporate foundations, NGOs and government. The Head, Program Delivery is a senior leadership role with a mix of strategic and operational responsibilities.

He/She will ensure that our programs deliver value to clients, run on time, and on budget across our countries of operations, while also understanding the drivers of operational success and ensuring these are met. These programs span from health worker education, screening and public health programs, growth partnerships, supply chain management and more.

The ideal candidate is passionate about our mission to deliver healthcare through offline-first digital health models in underserved areas. She/he will have worked in healthcare and digital health/ insurance and have a strong track record of balancing the needs of end users, partners, internal stakeholders in a fast-paced, dynamic start-up environment – ideally spanning business development through to project delivery.

**Title:** Head, Program Delivery

**Employment:** Permanent with 3 months' probation

**Start Date:** ASAP

**Location:** Manila or Iloilo, Philippines

**Reporting to:** Chief Operating Officer

### Role Scope and Responsibilities

The core role scope and responsibilities will be:

- Work as part of the Management Team at reach52 to deliver a broad range of strategic initiatives
- Meticulously ensure compliance of program requirements, overall objectives, timelines
- Lead and manage the overall cross-functional project teams
- Own the flow of information between the team and client, through regular meetings, written communications, formal progress reports including financial reports

- Manage and oversee the entire portfolio of reach52 programs working directly with the COO
- Facilitate project meetings, see through follow ups, deliver project presentations, manage and report on project status
- Maintain overall visibility of key workstreams, risks, issues or problems

#### Person Specification

- Every job description says you need to be passionate and detail-oriented, but this is one job where you really do. You'll need to take an obsessive pleasure in solving complex problems and executing complex healthcare initiatives across diverse countries
- Strong academics, qualitative and quantitative analysis skills, report writing and creation of documents that articulate complex projects in a simple way
- 5-10 years' experience in the healthcare space with knowledge of Asian countries (ideally Philippines, India, Cambodia and Indonesia)
- Consulting experience preferable
- Effective project management experience - able to track multiple ongoing projects meticulously, and to meet tight deadlines while remaining flexible and adaptable.
- Ability to both empathise with local challenges and resourcefulness to problem solve and deliver projects on time
- Hard working but thrives on flexible, trust-based culture, with focus on outputs and outcomes
- Strong communicator, good at dealing with clients and partners
- Passion for digital healthcare and innovation, wanting to work hard as part of a dedicated team to change how healthcare is delivered for 52% of our planet
- Willingness and ability to travel in the region, and to rural areas
- Love dynamism and an ever-changing set of challenges and projects to work on

Interested candidates may send in their CV to [operations@reach52.com](mailto:operations@reach52.com)