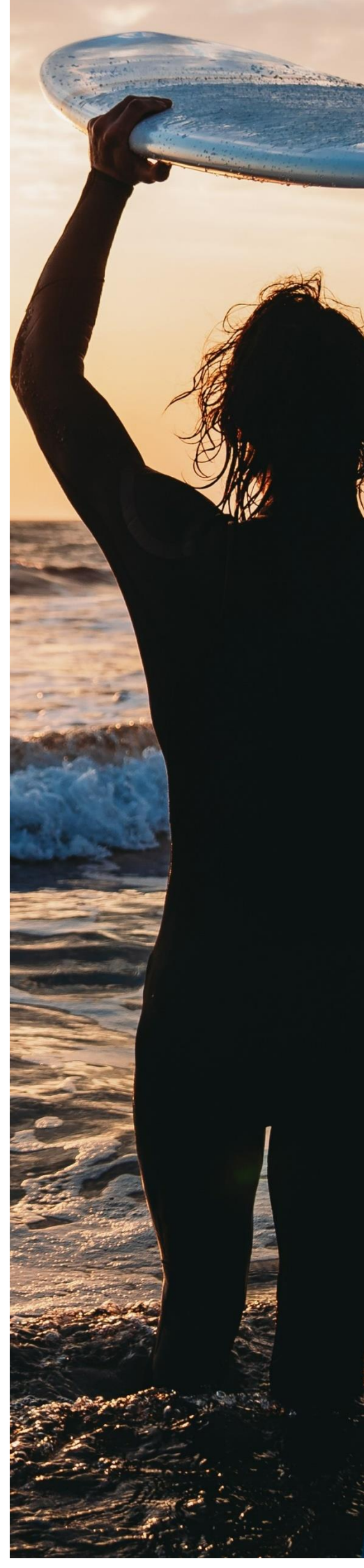


WATERMARK SEARCH INTERNATIONAL CANDIDATE BRIEF

Senior Commercial Manager
Jobfit Health Group
June 2024



Presented by Watermark Search International.
Trusted for over 40 years, focused on the future.



| | |
|----------------|---------------------------|
| Job Title | Senior Commercial Manager |
| Award | Non-Award |
| Status | Full-time |
| Location | Brisbane or Adelaide |
| Department | Operations |
| Reports To | Chief Executive Officer |
| Direct Reports | TBC |

About Jobfit Health Group

Founded in 1996, Jobfit Health Group is a leading occupational healthcare provider with 49 wholly owned and operated centres across Australia and New Zealand. The business is focused on creating lasting business partnerships, tailoring their approach to meet specific industry and organisational requirements.

Jobfit delivers a broad range of occupational healthcare services to thousands of businesses nationally, including pre-employment medical assessments, work fitness assessments, injury management and prevention, drug and alcohol screening, onsite medical services, health surveillance, and health and wellness programmes.

Following the merger of Jobfit and Baseline Onsite, the Jobfit Health Group now employs 600 dedicated individuals, and supports clients such as Viterro, Uber, Toyota Motor Corporation, Chevron, BHP, Newcrest Mining and RioTinto.

Jobfit is a Partnered Health company. For more information, please refer to jobfit.com.au or baselineonsite.com.au



Position Objective

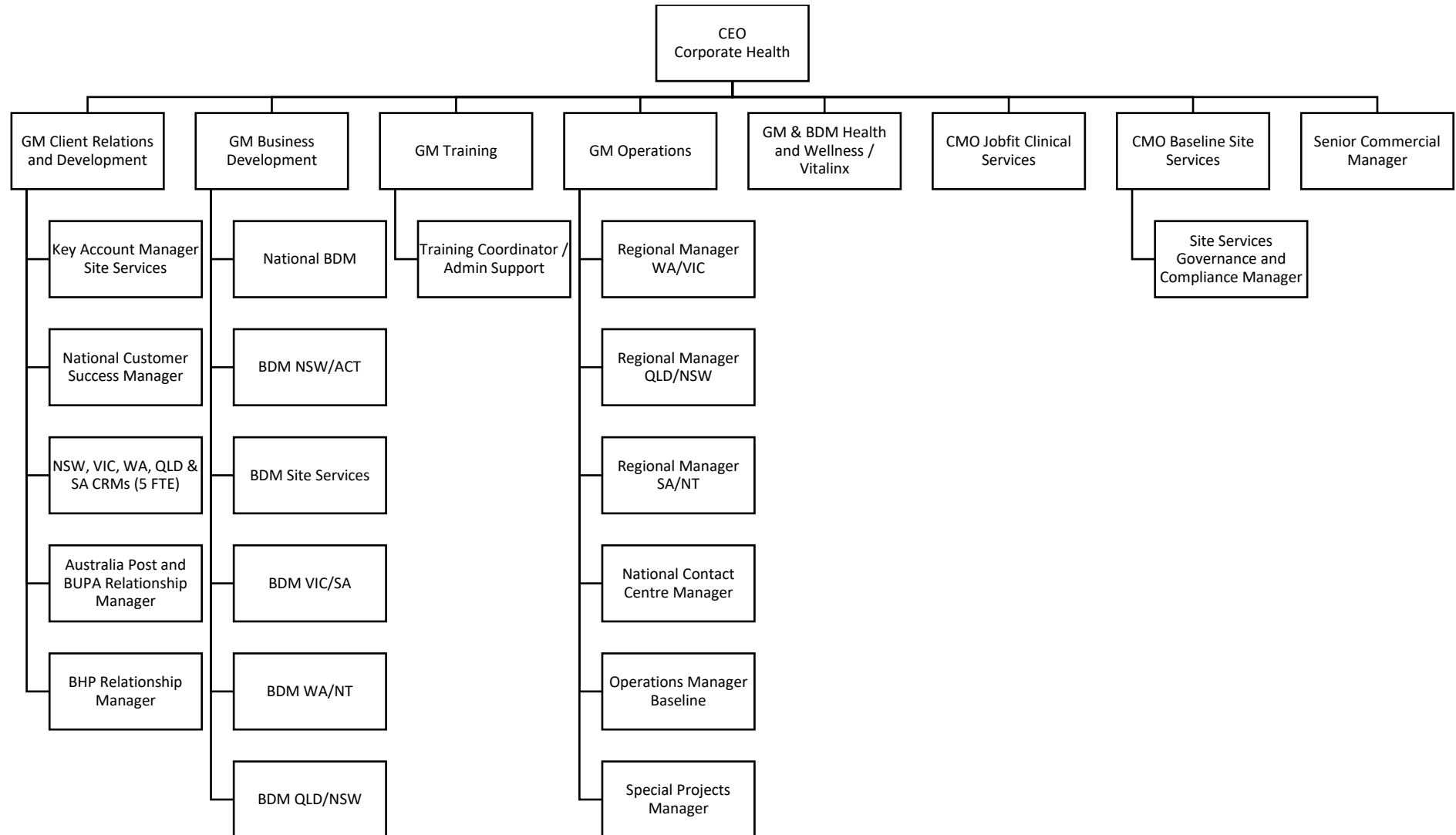
As a Senior Commercial Manager (SCM), you will be a key player in managing contracts, negotiations, risk assessment and strategic decision-making within the business. Your role involves collaborating with various teams, including Business Development (BD), Customer Relationship Management (CRM), Operations, Legal and Finance Operations.

Position Background

- It is an exciting time as Jobfit experiences a period of growth. Jobfit has experienced an influx of client requests. This newly created role of Senior Commercial Manager will be designing processes relating to contracts, tenders and technology to ensure that Jobfit can respond in a timely and appropriate way, to both new and existing clients. We are seeking an individual with both contract negotiation and finance experience, and has implemented systems and processes to drive financial outcomes.
- Some of these projects and contracts require thorough reviews, as they differ from other service or healthcare contracts. The current process is suboptimal, creating a bottleneck for the business. The flow on effect means lost client opportunities and delayed onboarding.
- Contracts can range from small to large businesses (exceeding \$10m p.a.). The SCM will assess for financial, operational, legal and reputational risks, e.g. confirming insurance coverage is adequate, highlighting unfavourable terms and deliverables; and highlighting risks to profitability and cash collections and ensure that these are mitigated throughout the review and negotiation phase.

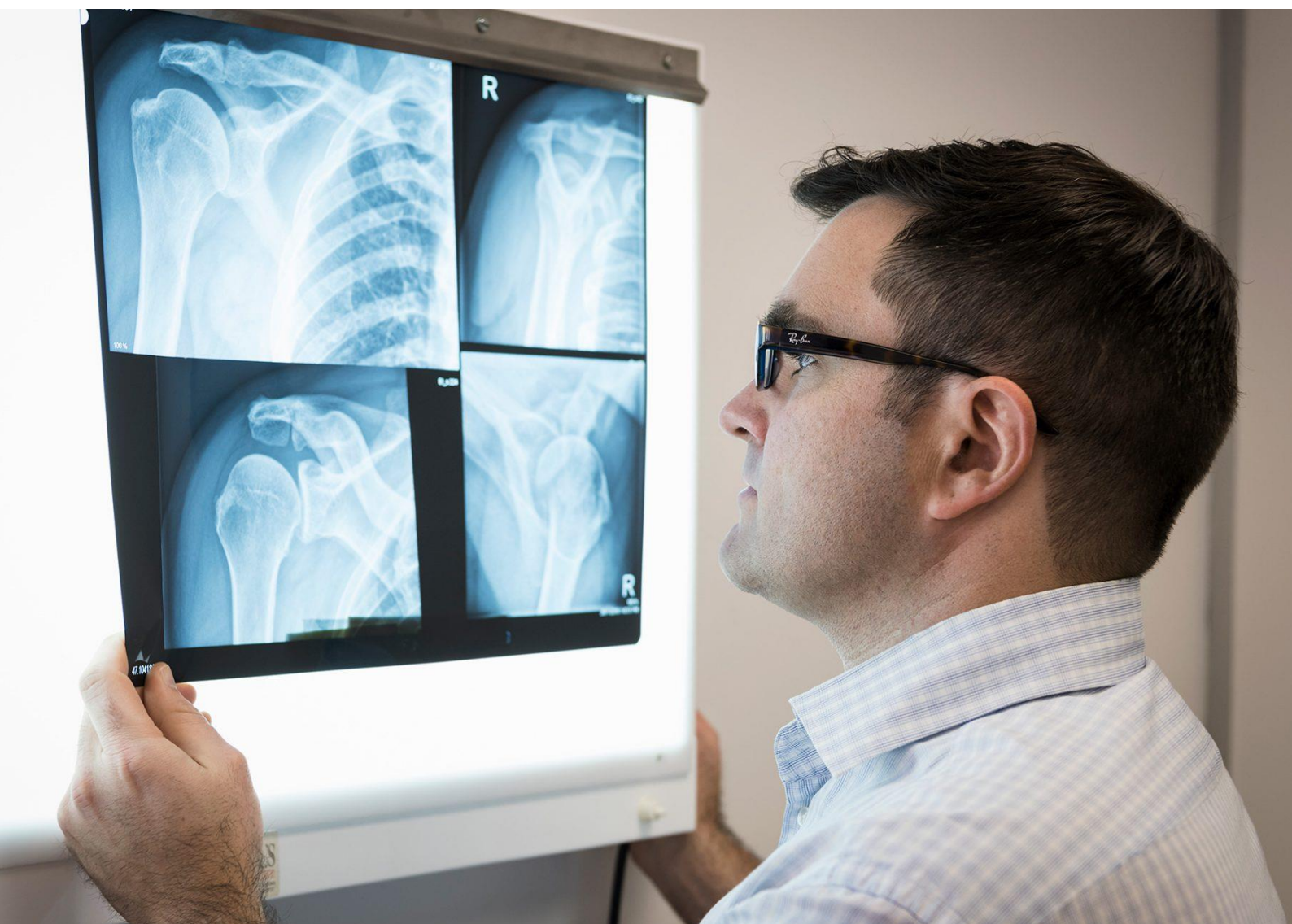


Organisation Chart



Key Working Relationships

| | |
|--|--|
| Chief Executive Officer | Meets routinely and regularly to update and revise priorities. Report on contract pipelines and any risks. Take direction on strategies for risk mitigation, revenue optimisation and faster turnaround. |
| Chief Financial Officer | Works closely on larger opportunities and provides regular updates on contract negotiations. Highlights key financial risks and seeks directions. |
| General Manager, Business Development | Works closely to facilitate contract reviews, contract negotiations and reduce risks. |
| General Manager, Operations | Works closely to ensure operational risks are covered in new and existing contracts. Reviews operational deliverables in the contract and works on any risks identified. |
| General Manager, Client Relations | Works closely to ensure customers and existing contracts are performing as per agreed terms. Reviews account management deliverables in the contract. |
| Finance Operations Manager | Works closely to ensure that the new and existing contracts meet the requirements of our invoicing system. Work together on invoicing accuracy, payment terms and also cash collection related terms in the contracts. |



Key Results Area

| | |
|---|---|
| Contract Management: | <ul style="list-style-type: none">• Draft, review, and negotiate contracts with clients, suppliers, and partners.• Ensure compliance with legal requirements and company policies.• Monitor contract performance, track milestones, and address any deviations.• Collaborate with legal teams to resolve disputes or renegotiate terms.• Collaborate with CRM to review contracts approaching renewal or expiry dates.• Identify clauses that require renegotiation or amendment to reduce risk and improve terms. |
| Pricing Strategy and Revenue Optimization: | <ul style="list-style-type: none">• Develop and implement pricing strategies that align with business goals.• Analyze market trends, competitor pricing, and customer preferences.• Balance profitability with competitiveness to maximize revenue.• Regularly review pricing models and adjust as needed.• Manage annual price increase process including working with stakeholders to ensure new price list is finalised in time, customer communication and ensuring price increases are applied across the client base in timely manner. |
| Risk Assessment and Mitigation: | <ul style="list-style-type: none">• Evaluate risks associated with contracts, projects, and business decisions.• Work closely with leadership teams to identify potential pitfalls.• Develop risk mitigation plans and ensure their execution.• Monitor portfolio performance and adjust strategies accordingly.• Embed changes into the end-to-end contract management process.• Coordinate with IT for any necessary changes to the contract management system (HM, MSD, LEX).• Create a framework to track and monitor overall contract compliance across Jobfit for risk management assessment by the Executive Leadership Team. |
| Business Development and Client Relationships: | <ul style="list-style-type: none">• Work closely with BD teams during early discussions with existing and potential customers.• Ensure that the right contract terms are communicated proactively, even before receiving a customer-initiated contract.• Coordinate contract reviews (as needed) for insurance, legal, and operational aspects.• Assist in completing internal end-to-end contract management checklists.• Liaise with Financial Operations (FinOps) for guidance on billing, payment terms, and price increase clauses (CPI).• Provide advanced notice to CRM teams regarding diminishing PO values to facilitate timely PO renewal or value extension. |

Financial Analysis and Reporting:

- Analyze financial data related to contracts, pricing, and revenue.
- Prepare regular reports for senior management, highlighting key metrics.
- Provide insights on financial performance, trends, and areas for improvement.
- Contribute to budgeting and forecasting processes.
- Ensure that invoices are tracked against the total PO value.
- Provide advanced notice to CRM teams regarding diminishing PO values to facilitate timely PO renewal or value extension.

Cross-Functional Collaboration:

- Work with FinOps to roll out a new PO monitoring process, primarily focused on Baseline business but can also serve wider corporate health business.
 - Foster a collaborative environment and encourage knowledge sharing.
 - Work closely with legal, finance, sales, and operations teams.
 - Collaborate with CEO, GM Operations, Finance Operations and Head of Commercial during major tender and contract reviews.
 - Access the Head of Legal for advice on large contracts and material clause amendments.
-



Qualifications

The following statements are intended to describe the general nature and level of work being performed by a person assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills.

| | |
|---------------|---|
| Education | Qualifications in business administration, finance, legal, contracts administration or a related field is typically required. Advanced degrees (e.g., MBA) are advantageous. |
| Certification | Consider certifications such as Certified Commercial Contracts Manager (CCCM) are advantageous. |
| Skills | <ul style="list-style-type: none">• Strong negotiation skills and attention to detail.• Analytical mindset for risk assessment and financial analysis.• Excellent communication and interpersonal abilities.• Familiarity with contract law and commercial best practices.• Ability to work with multiple internal and external stakeholders.• Manage competing priorities to achieve the best outcome for the business. |
| Experience | <ul style="list-style-type: none">• At least 5 years of experience in commercial management, contract administration, or related roles.• Prior experience in service industries such as healthcare, technology solutions, finance and legal is preferred. |

Workplace Health and Safety

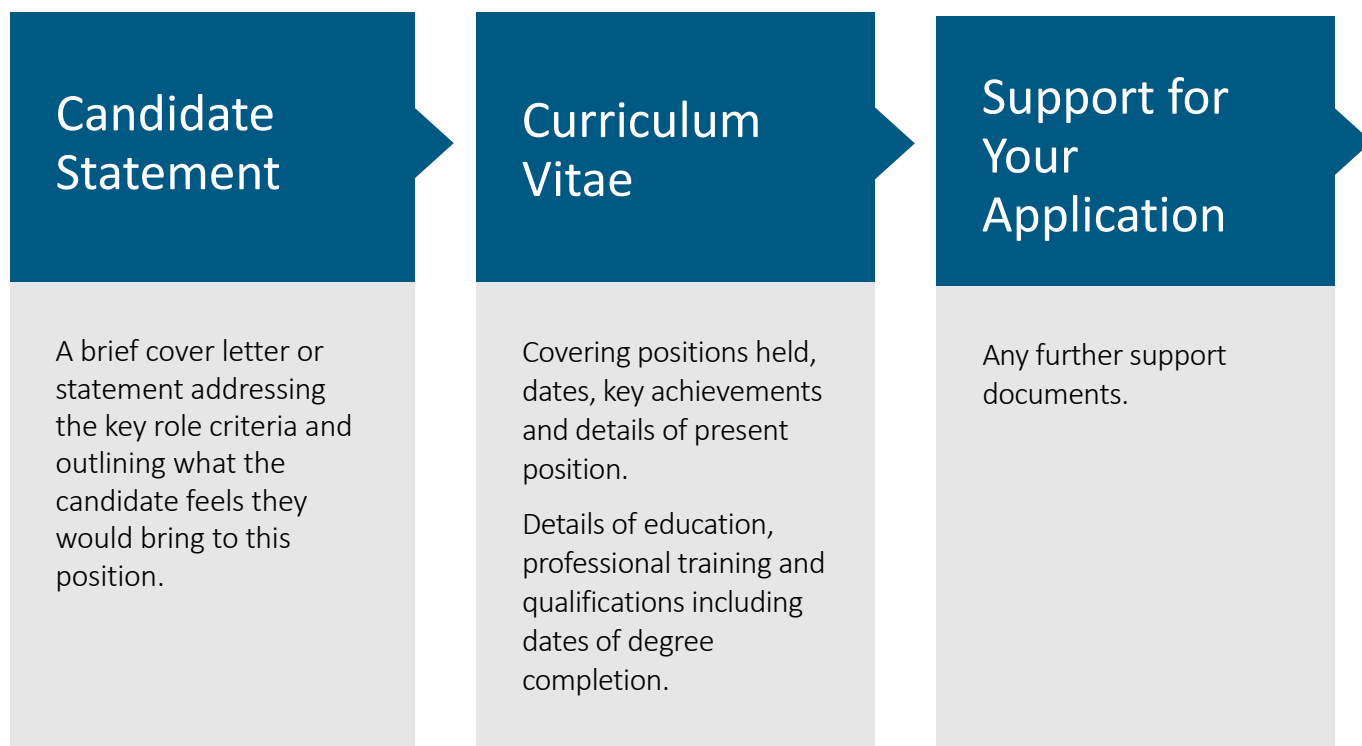
- A commitment to the Work Health and Safety (WHS) or Occupational Health and Safety (OHS) duties as defined in State and Territory legislation, company policies of Partnered Health and the site of any premises upon which the employee may conduct services from.
- Ensure a safe environment exists for clients, candidates, general and allied health practitioners, visitors and employees.
- Report any incidents or hazards by completing the appropriate form and informing management.



How to Apply

An executive search is being undertaken by Watermark alongside the public advertisement.

Applications for the position will need to include the following:



For a confidential discussion please call Jocelyn Santosa of Watermark Search International who are leading the search on behalf of Jobfit.

Jocelyn Santosa
Partner, Executive Search
0438 124 217

Erin Gillan
Project Administrator
02 9239 1215

Please send your application quoting **Ref No A005569** to Watermark Search International at search@watermarksearch.com.au. We will reply to the email address used for your application.

Closing date: 11:59PM on 23 June 2024

Our Capabilities



Executive Search

Founded in 1979, we are one of the longest established Australian executive search firms. Even though we are, above all else, an Australian based firm, we have an established track record in attracting and then securing, overseas candidates.

We have considerable expertise in senior executive appointments across a broad range of public and private sector organisations. Our firm has been built on a substantial body of work undertaken for publicly listed companies, private companies, professional services, state owned corporations, government agencies, departments and advisory boards.



Interim Executive

We provide immediate and high-level specialist executives with the experience to bring stability to and provide guardianship for a company during a period of change, executive absence or performance turnaround. We also assist with providing executives who deliver on projects, programs or specialist reviews. When clients are ready to appoint an executive, we normally complete the assignment within two weeks. Our latest survey shows that those executives remain in place for an average of 9 months.



Board Appointments

We believe that strong boards make for better organisations and improved business performance. In conducting searches we do not simply look for 'a name' but rather search for candidates with the relevant skills to add real value to a board. We often start our board search by working with the client to produce a Board Skills Matrix, which then informs the specific brief.

Our track record ensures familiarity with the specific, and often sensitive, challenges involved in appointing Non-Executive Directors and Chairs with the right skill, personal and cultural fit.



Thought Leadership

As thought leaders, we undertake various pieces of research and market analysis to form our Agile Leadership Lessons Podcast, Annual Interim Executive Survey and Board Diversity Index. To view our current reports please [click here](#).

Candidate Care



At Watermark, we recognise we have a duty of care to both our clients and the candidates. As an ambassador for Jobfit, we recognise how important our role is in representing your brand, we take this responsibility seriously and treat successful and unsuccessful applicants with the same level of respect:

- All candidates filtered out before an initial interview are advised in writing.
- Candidates sourced by Watermark are called and given feedback on their performance throughout the selection process; this includes feedback about their experience, knowledge, capabilities and fit for the organisation as well as feedback about their interviewing and presentation techniques.
- Candidates who proceed to client interviews are debriefed and receive feedback either face-to-face or over the phone; this includes feedback as outlined above, plus specific feedback from any notes taken during the interview. We also provide feedback on areas for development such as interview skills, professional development and career guidance.

Candidate Charter



We respect our candidates as individuals and value them as an integral asset to our business. Our focus is on understanding their talents and aspirations and matching them to the right role and organisation. Whether we approach you about a specific role or you contact us to explore opportunities, we want you to experience our commitment to providing a seamlessly professional, constructive, integrity driven service where we care about our engagement with you.

Watermark Search are members of the [Association of Executive Search Consultants](#) (AESC) which means their Code of Professional Practice applies to us.

AESC members:

- Integrity - conduct themselves and their business activities with absolute integrity and are at all times open, honest, and worthy of trust.
- Excellence - focus on their clients' unique business needs, providing high quality service and using rigorous results-focused methodologies.
- Objectivity - serve as trusted advisors, exercising independent, objective judgment.
- Diversity and Inclusion - value diverse leadership. They identify the most qualified talent by searching and assessing without bias.
- Confidentiality - always respect any confidential information entrusted to them by clients and candidates.
- Avoiding Conflicts of Interest - avoid conflicts of interest with clients and candidates. Where a potential conflict may exist, members disclose and resolve those conflicts.

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If ever you feel we have not lived up to this code of ethics, please tell us. We want to know.

Email our Managing Director at David.Evans@watermarksearch.com.au.

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