

## Position description

# Contracts and Research Officer

Full time

## Background

At Streamliners, we improve the health and wellbeing of people around the world by enabling:

- Community – collaborating globally for local impact
- Conversations – agreeing about what will work around here
- Clarity – offering clear guidance at the point of care

## Purpose of the role

The purpose of this role is to manage our member service agreements, support the Asia Pacific team, and enable the success of research and evaluation activities.

## Reports to

Head of Growth Operations

Functional reporting to Clinical Director of Research

## Direct reports

None

## Key tasks and outcomes

### Member agreements

- Prepare member agreements for existing and potential members.
- Manage agreement and clause variation requests from existing and potential members.
- Monitor member agreement cycles for existing members and assist in the planning and execution of member agreement renewals.
- Work with the territory teams and success managers to deliver agreements to members, support the negotiations, manage amendments, variations, and renewals.
- Lead the iterative improvement of member agreements and process.
- Manage member populations data and update as required.
- Coordinate annual member price adjustments.

## Coordination support to Asia Pacific Team

- Support the APAC team by providing coordination support, including preparing meeting agendas and notes.
- Support the maintenance of information in HubSpot by adding notes, running reports and updating contacts.
- Drafting briefs, letters, and tailored information for key stakeholders.
- Provide project coordination support for agreed projects.
- Monitor conference and trade fair opportunities in APAC including coordinating abstract submissions and marketing preparatory activities.
- Provide coordination support to the marketing team as time allows, including market research, events, sponsorship and promotional activities.

## Research and evaluation

- Manage the HealthPathways Bibliography, including updating metadata and keeping it up to date with the latest research and evaluation findings.
- Facilitate HealthPathways evaluation and research requests and maintain an overview of the HealthPathways research portfolio.
- Support the Clinical Director Research to refine the HealthPathways evaluation service and ensure that stakeholders understand what resources are available and how to engage with the service.
- Maintain a record of member evaluation plans and support needs.
- Supporting the Clinical Director of Research to deliver strategic evaluations.
- Identify and coordinate grant funding sources and opportunities.

## Company culture

- Support a culture of cooperation, continuous learning, and improvement, and reflect and protect our company values.
- Contribute to the development and implementation of a positive Streamliners culture.
- Encourage and support the development of cultural competency.
- Follow all policies and procedures as set out in the Streamliners individual employment agreement and Streamliners knowledge bases.
- Comply with the information security policies and procedures to safeguard Streamliners' information and any other agreed standard certification regulations.

# About the role

## Interpersonal relationships

### Internal

- Success Managers
- Territory teams (Asia Pacific, United Kingdom and Canada teams)
- Clinical Director Research
- Corporate Services Team
- Marketing Team
- Other teams within Streamliners

### External

- Legal services
- Orbit Travel Services
- Research institutional partners
- Research grant agencies

# About the person

## Education and experience

- A tertiary qualification or equivalent experience in an administration, research, finance, marketing, or related role in a professional service and/or social care environment.
- Proven experience and success:
  - applying systematic approaches to planning, executing, and reporting on projects and activities.
  - in project coordination.
  - working with contractual agreements.
- Interest and ability to learn and apply research methodologies and interpret evidence to evaluate and communicate value and impact.
- Knowledge of the healthcare sector would be an advantage.

## Knowledge, skills, and abilities

- Excellent interpersonal skills with the ability to engage positively with employees and members, at all levels of the company and network.
- Excellent verbal and written communication skills.
- Strong project coordination, methodical and able to handle multiple simultaneous projects.

- Proven ability to deliver, and high motivation to achieve the best results.
- Proven ability to make sound decisions, showing good judgement.
- Strong analytical and creative problem-solving skills.
- Positive outlook, a can-do attitude, and a willingness to learn and be part of a team.
- Proven ability to identify smarter and better ways of doing things and drive continuous improvement and change.
- Excellent time management and organisational skills.
- Strong digital and software skills.
- Strong attention to detail.

## Attributes

- A strong team player.
- An effective collaborator and influencer.
- A clear communicator who values clarity for others.
- Highly motivated and proactive.
- Resilient, self-aware, and composed under pressure.
- Adaptable, with the ability to flex in order to get the best outcome.