



Position Description

Manager - Partner Success Program

9 November 2021

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The Role

Microba partners with market-leading genomics, healthcare and pathology companies globally to deliver microbiome testing and research services. Through these leading partners, Microba can rapidly scale the impact of its health technology.

The company's **Platform Solutions** group is a fast-paced, globally experienced, customer-centric team that develop, manage, and grow these global partnerships. The **Manager - Partner Success Program** will be a crucial player on this team with a focus on managing implementation projects that successfully operationalise the company's expanding list of new partners across a diverse range of countries.

About us

Understanding the human microbiome represents one of the most exciting new frontiers of human health. Australian-based Microba is one of the world's foremost proponents of using precision science to progress our understanding of the microbiome and the role it plays in determining our health.

Microba uses cutting edge metagenomic sequencing technology to enable individuals and practitioners to gain a deep understanding of their microbiome with unmatched accuracy. Through our global partnerships, Microba provides services to individuals, healthcare professionals and researchers to deliver leading microbiome profiling products, and to create life-changing healthcare products.

Our mission is to create a community of greater health, built on leading scientific research and to make the benefits of precision microbiome testing and treatment accessible to everyone.

Key activities.

Refine and implement the Partner Success Program to establish and ensure success in establishing new testing service partners.

Create effective partner relationships and success plans

Liaise with internal expert teams (product experts, product innovation, laboratory, software development, bioinformatics, science, marketing and senior management) to reach partnership milestones on time and together deliver an operational partnership ready for commercial operation including

Risk and dependencies management – Identify, understand, highlight, and escalate areas of contention that put partner success at risk

Promote best practices in the implementation and improvement of our Partner Success Program and underpinning processes.

Assist in identifying value add opportunities for Microba's partners and raising those internally.

Grow personal familiarity of the relevant key industry terms and key health models and basic science that underpins Microba's Microbiome testing marketplaces

The Environment

Microba is a scaling, dynamic young company with a number of moving parts with regular competing priorities. You will bring an approach and develop processes, plans, and reports appropriate to support a fast-moving company while ensuring nothing is dropped. A strong ability to collaboratively negotiate among competing priorities is necessary.

This is an outcome-oriented and problem-solving role, not a reporting role. There will be regular engagement with global partners and internal stakeholders.

The activities to be managed are a combination of technical, logistical, science, training, procurement, and contract management

Given the global nature of our business, regular out of hours meetings are to be expected.

Microba exists to improve people's health. While not mandatory, interest and background in clinical health and/or wellness industries are welcome but not mandatory.

Skills and Experience

- Strong organisation, collaboration, communication, and negotiation capabilities
- Track record of establishing new processes within fast-growing environments.
- Proficiency with common project/program management methodologies and tools.
- Enjoy bringing value-added structure to fast-moving environments within a professional highly educated workforce.
- Customer focus
- Strong interest in improving human health