

Operations Manager, Oviva UK

Hours: Full-time role

Reports to: Service Delivery Lead

Location: Central London in our Head Office or remote working in England (with travel to London Head Office)

Start Date: ASAP

About Oviva

We believe good health starts with nutrition and lifestyle, not medication. Our mission is to help 50 million people lead healthier and happier lives by 2025 by providing the best diet and lifestyle therapy through technology.

Oviva is a technology-enabled healthcare provider founded in 2014 seeking to offer the most accessible, personalised, high-quality care possible to people with health conditions related to diet. Crucially, we embrace technology to overcome the efficiency challenges facing the NHS.

We do this by:

- Creating unique, digitally-enabled treatment programmes for patients, delivered by dietitians supported by a multi-disciplinary team of psychologists, psychological wellbeing practitioners, specialist nurses, activity experts and health coaches.
- Offering patients access to expert advice in a time and place of their choosing, via phone, our smartphone app and online learning portal (with tailored video, audio and written learning content).

Our services are delivered in partnership with the NHS, supporting access, quality and efficiency improvements. We work with over half of the NHS regions in England (called Sustainability and Transformation Partnerships), are the largest digital provider in the NHS England Diabetes Prevention Programme and were selected for the NHS England Innovation Accelerator. Beyond the UK we also operate in Switzerland, Germany, and France. Importantly, we are backed by Europe's leading venture funds (a new announcement on which is coming in January 2020), helping us scale further and faster than our competition.

We can only deliver all of this with the help of our incredible team. Having a culture that people want to work in is very important to us and we're proud to say 96% of our team would recommend working for Oviva. We do this by keeping our values at the forefront of everything we do, from patient care to internal culture:

- We put the patient first
- We measure & improve
- We tackle it together

The Role

To further scale our UK business, we are looking for a highly motivated, organised and efficient Operations Manager. You will be a critical member of the operations team, leading the delivery and KPI performance of our NHS contracts.

Applicants should be highly organised project managers who are adept at devising and implementing efficient, patient centred processes. Applicants should be confident using data to improve KPI performance across multiple contracts simultaneously. You will work alongside, and be supported by, our existing team of Operations Managers and report into the Service Delivery Lead.

You will work collaboratively with teams across the business as the lynchpin for operational success in our NHS contracts. Previous experience running an NHS service or working in a digital health environment with NHS contracts is ideal but not essential.

Key Responsibilities

- Proactively innovate and improve our operational setup as we grow as a business
- Lead the setup of new NHS contracts (non-technical mobilisation) and once live, oversee the operation of those contracts to achieve high performance in key KPIs
- Build relationships and work closely with our teams in the UK and external NHS stakeholders to ensure contracts are operating as expected and to identify opportunities to improve performance

The Ideal Candidate

- Strong operations background with proven experience of owning large projects or contracts independently
- Proven experience of mobilising new initiatives
- Strong knowledge of the UK healthcare system and experience of NHS operations ideal
- Driven, energetic, tenacious and willing to learn fast
- Highly organised with extensive project management skills
- Excellent communicator and influencer
- Able to operate effectively in a collaborative team whilst confident working autonomously within your remit
- Comfortable using data to influence and drive improved performance
- University-level degree

Our Offer

- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Challenging role in a high-growth start-up environment
- £35 - £40k based on location
- 25 days holiday with the option of an additional 5 days unpaid leave
- Company pension
- Competitive parental leave policy
- Regular team socials

To apply please send your CV and cover letter explaining why you would be excellent for the role to charlotte.cangardel@oviva.com