

Operations Development Manager, Oviva UK

Hours: Full-time role

Reports to: Service Delivery Lead

Location: Central London in our Southwark 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 digitally-enabled behaviour change treatments.

Oviva was founded in 2014 and is Europe's largest provider of digitally-enabled behaviour change treatments to people with health conditions related to diet such as type 2 diabetes, prediabetes and complex obesity. We offer our patients the most accessible, personalised and high quality care possible, and we embrace technology to overcome the demand challenges facing the NHS and health systems worldwide.

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, registered nutritionists, health coaches and activity experts.
- Offering patients access to expert advice in a time and place of their choosing, via our NHS Digital approved Oviva smartphone app, online Learn portal (with tailored video, audio and text content) or over the phone.

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 (our exciting new Series B funding was just announced), 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 optimise our UK operation, we are looking to appoint a highly motivated, effective Operations Development Manager to define and lead business critical continuous improvement projects. This role will be responsible for defining and implementing a data evidenced improvement roadmap that is aligned with the current business priorities and materially optimises our service delivery and business operations. This is a new role and a critical hire in Oviva's next stage of growth. A hands-on role, this person will have a strong part to play in delivering initiatives that ensure we are always delivering the best patient experience in the most efficient and effective way. As this is a new role, the successful candidate will be given autonomy to set the agenda and ways of working with the rest of the UK team. For this reason, candidates should be comfortable working with a level of autonomy. That being said, we have a strong culture of collaboration at Oviva and you will always have the support of the team around you!

The ideal candidate will be skilled in continuous improvement methodologies, i.e. Six Sigma, have a strong, demonstrable project management background and be adept at using data to solve complex challenges. People come to you to help solve complex problems and you are regularly called upon for your cross functional expertise. You will need to be a capable and confident influencer who is skilled at bringing stakeholders on a journey and enjoys working in a high pace, innovative environment. This role will work

cross functionally across the UK business, sit within the Operations department and report into one of our Service Delivery Leads.

Key Responsibilities

- Proactively innovate and improve our operational setup as we grow as a business
- Define a data evidenced improvement roadmap that is aligned with current business priorities and has the goal of materially optimising our service delivery and business operations
- Establish ways of working with the UK team conducive to creating an engaged and effective stakeholder group
- Define and implement a roadmap prioritisation process
- Lead the delivery of the projects defined in the continuous improvement roadmap and effectively engage a cross functional stakeholder group to support project delivery, where required
- Use data and other tools to measure the effectiveness of project outputs, using this analysis to improve future output

The Ideal candidate

- Demonstrable 3+ years experience in a continuous improvement/operations development role or in leading related projects and mobilising new initiatives
- Knowledge and experience of continuous improvement methodologies
- Knowledge and experience of project management methodologies
- Strong operations or service delivery background
- Experience as an operations consultant would be 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
- Knowledge of the UK healthcare system and experience of NHS operations would be useful but not essential
- Minimum 2.1 university led undergraduate degree obtained

Our Offer

- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Challenging role in a high-growth start-up environment
- £40k - £45k dependent on experience
- 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 nicole.pollard@oviva.com. Applications without a cover letter will not be considered.