

GP Referral Liaison, Oviva UK

Hours: Full-time role

Reports to: Senior Service Manager

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

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, and we have recently closed a just over £16m Series B investment round from Europe's leading digital health investors including Earlybird and MTIP to scale further and faster.

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.

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 GP Referral Liaison. You will be a critical member of the operations team, leading on increasing referrals and associated revenue across Oviva UK programmes. You will be responsible for specific territories and be expected to deliver against targets.

Applicants should be excellent communicators who are adept at building relationships and implementing innovative strategies to ensure a tailored approach to each territory to drive success. Applicants should be comfortable using data to help drive improvements and be resilient to persevere when solutions need to be reassessed. You will work closely alongside our Partnerships and Service Manager roles leveraging their experience and understanding of key contacts and previous strategies employed. You will work collaboratively with teams across the business as a key contributor for success in our NHS contracts. You will be highly organised, proficient in prioritising and flexible in changing approach as necessary as well as being able to

function autonomously. You will be willing and should expect to travel to meet with key stakeholders including GP practices to help achieve your objectives.

Key Responsibilities

- Increasing referral numbers and associated revenue to achieve targets
- Building relationships with key stakeholders including regular face to face and remote meetings
- Develop and provide regular performance reporting including strategies for improvement
- Design, plan and deliver referrer events
- Develop innovative, programme and contract tailored solutions
- Work within agreed upon budget for referral driving
- Partner with internal resources to assist with developing strategies for success and promote profile of the role

The Ideal Candidate

- Strong knowledge of the UK healthcare system and experience of NHS GP referral driving/liaison is preferable
- Exceptional organisational skills
- Ability to work effectively in a team environment and independently in a field based role.
- Excellent communication, influencing and negotiation skills
- Driven, energetic, tenacious and willing to learn fast
- Able to operate effectively in a collaborative team whilst confident working autonomously within your remit and out in the field
- Target focused with a strong desire and track-record of achievement
- Comfortable using data to influence and drive improved performance
- Flexibility to work occasional evenings and some weekends for planned schedule of events
- Full UK driving licence

Our Offer

- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Challenging role in a high-growth start-up environment
- Competitive Salary plus Performance Based Pay linked to referral driving success
- 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 andrew.fitzgibbon@oviva.com