

Head of Operations

Hours: 40 hours per week

Reports to: UK Operations Director

Location: Central London

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 support the successful scaling of our UK business, we are looking for a Head of Operations. You will have the incredible opportunity to drive the rapid growth of a digital health company at the forefront of care transformation, and that has already secured a significant number of NHS contracts.

You will have line reports covering operational delivery of our NHS services (National Diabetes Prevention Delivery Lead, Senior Service Managers, Service Managers and Mobilisation Managers). You will have significant input into leading the development and strategy of these Operations and with planned growth of 2-4x within the next 12 months.

You will be adept at building fast growing organisations, creating new processes, recruiting teams, and supporting staff to develop in a supportive and empathetic way.

You will work closely alongside our core local functions of Sales & Marketing, Clinical Delivery, Product, Finance/Business Intelligence and Business Support and will be a key component in our leadership team. You will report into the UK Operations Director.

This is a big and exciting role, and something that will continue to be shaped by the person taking it on as we scale our organisation. You will need to be ready to deal with considerable uncertainty and roll your sleeves up to fix challenges as they arise, whilst at the same time building out & coaching your team to scale yourself.

Main Responsibilities

- Successful delivery of all of our NHS services contracts. Refining and improving processes as necessary to ensure achievement of KPIs across contracts.
- Financial oversight of our programmes and ensuring success to budget
- Development, performance management and coaching of Operations team to improve performance
- Develop an understanding of key health system stakeholders and environment
- Input into Oviva's UK strategy and budget in partnership with the Managing, Operations & Clinical Directors
- Reporting on Operational performance including Objectives & Key Results
- Accountability for your team's adherence to Oviva's Information Governance standards across service delivery
- Accountable for the successful mobilisation of new contracts and optimising our mobilisation cycle to drive efficiencies and quality improvement

Key Competencies

- Leadership – *comfortable and able to act as a figurehead*
- Collaborative – *can do attitude, work effectively in teams,*
- Empathetic – *peer to peer support, resilient,*
- Innovative – *self-starter, solution & action orientated, creative*
- Knowledgeable – *proactively upskilling, adaptable,*
- Commitment to Oviva Mission & Strategy

The Ideal Candidate

- Strong leadership experience, combined with an operations and delivery background
- Experience building and leading a high performing, fast growing team
- Clear understanding (and ideally track record) of growing digitally-enabled services businesses, ideally in healthcare though other industries such as retail could also be highly appropriate
- Ready to commit to a transformative & pivotal role in their career
- Experience in a fast paced, innovative scaleup environment in a leadership role
- Driven, energetic and willing to learn fast
- Excellent communicator and influencer
- Comfortable using data to influence and drive improved performance
- Financial and strategic acumen including experience of ownership of P&L

Our Offer

- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Exciting and rewarding role in high-growth scaleup environment
- Training opportunities and annual salary reviews
- Flexible working
- Competitive salary plus 5% employer contribution pension, performance based pay
- 25 days holiday (plus bank holidays) with the option of an additional 5 days unpaid leave
- Regular team socials as well as free breakfast & snacks daily

To apply, please send your CV & cover letter to Andy Fitzgibbon, UK Operations Director via Andrew.fitzgibbon@oviva.com telling us why you'd love to join Oviva and why you are perfect for the role. Applications without a cover letter will not be considered.