

Business Support & Governance Manager

Hours: 40 hours per week Reports to: UK Operations Director Location: Leeds/London
Start Date: ASAP Closing Date: 28/8/20

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 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 Sustainability and Transformation Partnerships (STPs) in England, 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 Business Support & Governance Manager. You will work closely with the UK Operations Director to ensure smooth running of critical business and compliance functions including Incident & Risk Management, Information Technology (IT), Information Governance (IG), Office and Facilities.

This is a broad and exciting role, where no two days will be the same. You serve a critical function within the business to ensure our IT (via an outsourced supplier), office and facilities run smoothly, as well as ensuring robust compliance processes across Incident & Risk Management, IT, and IG (supported by our expert IG consultant).

You will be adept at working within fast growing organisations, ideally within healthcare. This is a broad 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, at the same time as becoming an expert in healthcare compliance processes.

You will report into the UK Operations Director and with success can develop into a lead role.

Main Responsibilities

- Incident & Risk Management across Oviva UK, including managing processes around reporting and investigating incidents and risks

- Day to day IT management through our outsourced supplier, including equipment and account management
- Day to day information Governance supported by our expert IG consultant, including all aspects of UK Data Protection Act and NHS related compliance
- Office and facilities management leadership for our Leeds and London offices, supported by our Office Manager
- Refining all of our business support processes, with example areas of insurance, finance and travel

Key Competencies

- 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

- 3+ years' experience within business support and/or compliance roles
- Understanding of and experience in compliance and risk management processes and systems.
- Experience and expertise in information governance in healthcare strongly preferred
- Driven, energetic and willing to learn fast
- Excellent communicator and influencer
- Minimum 2.1 university undergraduate degree obtained

Our Offer

- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Exciting and rewarding role in high-growth scaleup environment
- Significant on the job training opportunities and regular salary reviews
- Great and friendly central Leeds or London office, with the option of flexible working
- Competitive salary and 5% employer contribution pension
- 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 in the office

To apply, please send your CV & cover letter to Mark Jenkins, Managing Director via mark.jenkins@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.