

# Service Manager, Oviva UK

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**Hours:** 40 per week

**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 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 Service 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 Service Managers and report into the Senior Service Manager or Service Delivery Lead depending upon which of our programmes you are allocated.

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 preferable. You will be an influencer working closely alongside Primary Care to build relationships and successfully drive patient referrals to ensure contract success.

## Key Responsibilities

- Proactively innovate and improve our operational setup as we grow as a business
- Increasing referral numbers and associated revenue to achieve targets
- Designing, planning and delivering referrer events
- Develop innovative, programme and contract tailored solutions
- Assist the Mobilisation function with 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
- Understanding of mobilising new initiatives a plus
- Strong knowledge of the UK healthcare system and experience of NHS operations and NHS GP referral driving/liaison is preferable
- 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
- Financial acumen to understand key programme financial levers driving decisions
- 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
- Competitive Salary
- 25 days holiday with the option of an additional 5 days unpaid leave
- Company pension
- Competitive parental leave policy
- Regular team socials

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To apply please send your CV and cover letter explaining why you would be excellent for the role to [andrew.fitzgibbon@oviva.com](mailto:andrew.fitzgibbon@oviva.com)