

Clinical Team Manager

Hours: Full Time **Reports to:** Clinical Delivery Lead **Location:** Leeds **Start Date:** April 2021 onwards

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, and are backed by Europe's leading venture funds.

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 existing UK business, we are looking for a highly effective, experienced Team Manager to manage one of our clinical teams. You will be a critical member of the clinical delivery team, leading on recruitment, performance management, operational excellence and achievement of KPIs for your team. You will be confident managing remote teams, adept at team development, confident with recruitment cycles, strategic, experienced in managing performance issues and able to efficiently manage capacity within your team according to the demand of the business. You will report into the Clinical Delivery Lead, working closely with the Clinical Leads to effectively support and develop the clinical team.

Main Responsibilities

- Managing the recruitment of clinical team including defining job specifications, candidate screening, interviewing, contract negotiations, onboarding and inductions
- Day to day people management of a remote clinical team
- Setting employee objectives, monitoring performance and overseeing annual staff appraisal process alongside Clinical Leads
- Identifying coaching and development needs across the Clinical Team and coordinating relevant training
- Identifying performance management issues and confidently addressing these collaboratively with the relevant employee
- Ability to define and communicate clear strategic objectives
- Own reporting for your team and analyse any trends on a monthly basis
- Embracing and driving new ways of working from concept to implementation
- Working closely with the Operations SMT to achieve company KPIs
- Ad hoc project work as requested

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

- Strong experience managing people with direct line management experience
- Experience managing remote teams ideal
- Operational mindset with strong problem-solving skills
- Ability to drive teams to achieve a target
- Interest in team wellbeing
- Experience managing performance issues and effectively resolving these
- Confident managing the employee lifecycle from recruitment, onboarding through to exit interviews
- Driven, energetic and willing to learn fast
- Highly organised
- Excellent communicator and influencer
- Tenacious
- Able to operate effectively in a collaborative team whilst also confident working autonomously within your remit

Our Offer

- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- A comprehensive wellbeing programme
- Employee Assistance Programme
- Medicash healthcare plan
- Tastecard employee benefits scheme
- Exciting and rewarding role in high-growth start-up environment
- Training and development opportunities
- Annual salary reviews
- Flexible working
- 25 days holiday (plus bank holidays) with the option of an additional 5 days unpaid leave
- Company pension
- Regular team socials as well as free breakfast & snacks daily

To apply, please send your CV & cover letter to nicola.bradshaw@oviva.com telling us why you'd love to join us at Oviva