

Operations Lead, Ampersand Health

Ampersand Health continues to experience growth and with this comes the need for a new **Operations Lead** role in our business. The role will anchor us in our daily operational cadence, ensuring that everyday activities and x-team responsibilities are taken care of so that individual team members can focus on delivering to their specialties. You get to be in the middle of the whole business, getting exposure to everything that's happening, with a 360 view of all key initiatives and instilling 'just enough' structure to our critical processes and projects. This is in line with our personality as a dynamic start-up that needs to respond to opportunity, deliver quality outputs and deliver at pace - with room to test/learn as we go.

About Ampersand Health

We are a social-impact focused company, meaning we aim to create a positive difference in people's lives. Through the development of personalised digital therapies, we support the self-management of those living with long-term conditions, to help improve their overall wellbeing.

Our team works alongside world-renowned researchers, clinicians and patient groups in order to provide individuals with the tools that they need to meet their long-term health and wellbeing goals with confidence.

Our platform is being used across Inflammatory Bowel Disease (My IBD Care), Inflammatory Arthritis (My Arthritis); Neuroendocrine Tumours (My NETs) and Sickle Cell Disease (My Blood) with an Acute Dermatitis module schedule for launch later in the year.

Ampersand Health is recognised in the Digital Health Global 100, and has won the HSJ Award, the NHS Ideas Lab, the NHS Hackfest and competitive grants from government and industry. The company was selected for the 2018/19 PWC Scale Health programme and the NHS's 2019/20 DigitalHealth. London Accelerator. Ampersand Health was also one of 18 digital innovations identified to support vulnerable people during the COVID-19 outbreak as part of the TechForce19 challenge.

Ampersand Health's platform is CE marked as a Class 1 Medical Device, regulated by the MHRA, and has been assessed by NICE and is fully compliant with Information Governance requirements.

Our platform is available to procure on both the Crown Commercial Services G-Cloud 12 Framework and the Spark DPS (Dynamic Purchasing System). Our mobile apps are available on the ORCHA App Library as well as the [ORCHA Covid-19 Health App Formulary](#).

The Role

The core aim of this new role within our business is to work with our internal team to improve x-team process flows, coordinate project activities, and ensure that our communication flows are efficient and effective.

Your key accountabilities are:

1. The planning, coordination and progress reporting of selective business initiatives, which have a requirement for input and activity across the team to ensure optimal business outcomes for those initiatives.
2. To keep our meeting cadence and preparation discipline efficient to drive effective communication flows and decision-making across the team.

In light of the above accountabilities, you will be required to undertake the following responsibilities as part of your role:

- Maintain a helicopter view of all our key business initiatives and coordinate the interdependencies and progress reporting of them as a whole.
- Ensure that each of our key initiatives has a considered and agreed project plan and that there is execution discipline amongst the team to drive timely and effective completion of the related activities.
- Identify improvement opportunities in our current business workflows, ensuring a consistent approach to how we work together as a team and in how we use our business tools.
- Support any future hiring requirements including help to find the best candidates for the role, scheduling interviews and on-boarding new hires, including security on-boarding aligned to our IT/Data governance policies.
- Create a ('virtual') space that people love engaging with each day. Organise 'moments', activities and communications that help bring our team values to life in our daily work routines.
- Be the go-to person for all office requests and equipment. Keep our 'ways of working' documents and checklists up to date and relevant.

Why you?

We are looking for professionals with these required skills and experience to achieve our goals:

- Academically qualified, ideally to MSc level, in relevant disciplines such as business, management, and administration studies.
- Recognised Project Management credentials and applied experience.
- At least 2 years' experience in a similar role, preferably in a technology/start-up setting.
- Experience in driving efficiency and results through improved process design, process governance and project management.
- Experience in setting up digital collaborative working approaches and using productivity tools and business applications to support optimal ways of working.
- Ability to undertake research and build knowledge and understanding of different areas.
- Ability to understand context and high level briefings and then to be able to translate that into increasing levels of task-level detail.
- Instinctive ability to instil 'just enough' process thinking and project discipline without over-engineering the amount of structure and detail required.
- Evidence of strong interpersonal skills and ability to connect to people and influence appropriately.
- Inherent personal qualities of: self-discipline, action-oriented, structured thinking, considered, organised and detail oriented.
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If you don't fit these criteria, please make sure you cover why you think you are the right candidate for the role in your covering letter.

Culturally, you will be:

- A team player where no job is too small for you, you understand that your role goes beyond the job description in a small growing start-up with big ambitions.
- A fast learner who is able to pick up new concepts quickly, eager to learn and apply skills.
- Self-motivated with ability to work independently; someone who exhibits a strong work ethic and is comfortable being held accountable.
- Attentive to detail with ability to succinctly report and update key stakeholders as required through digital mediums and in person.
- Able to work to tight deadlines and in a very agile environment where decisions are made quickly.
- Able to accelerate pace of delivery without compromising on quality.

Note: This is a full-time role.

Why Ampersand Health?

We are a young, dynamic high growth start-up in the digital health space, with a team who are all-in on our purpose. You'll be joining a team of motivated people working on a mission to improve patients' quality of life as they manage their inflammatory condition. We're a sociable, easy-going bunch, who support each other through the challenges of our work. As a small company, you'll get to know all your colleagues well.

In addition, we offer:

- Company pension scheme
- 24 days annual leave
- Employee share option scheme
- We are mostly a remote business, where people choose their place of work. We have a small London office where you will be required to work from time to time.
- Salary range: £40-45k subject to experience and other criteria

To apply, please send your CV and covering letter to aahuti@ampersandhealth.co.uk