Customer Success Manager (Lead)
Role Description

Location: Oxford
Reporting to: Customer Success Director

Once in a career opportunity: be on the front line to improve healthcare for society's eldery and vulnerable

Our business is helping to save lives and improve healthcare for everyone.

Oxehealth is a small business with global ambitions. Our growth plans over the next 2-5 years call for rapid expansion, including into new overseas markets, which will require a significant scaling up of our operations.

This brings with it some huge challenges, and for those with the right mindset, some amazing opportunities. We are seeking world class individuals to help Oxehealth fulfil its huge potential.

What we do

Oxehealth is a global leader in vision-based patient monitoring and management. We help clinicians to deliver safer, higher quality and more cost-efficient care.

Our Oxevision platform enables staff both to plan patient care and to intervene proactively to help patients. Unlike conventional remote patient monitoring companies, Oxevision includes a contact-free optical sensor installed in a patient's room which detects their vital signs and behaviour and delivers a secure on demand video feed.

Oxevision provides staff with a wider range of clinically validated early warning signs and risk factors than any other technology plus the ability to check the patient visually before choosing their intervention.

Our Oxehealth Service supports customers to deploy the Oxevision platform and to use it to create proactive, data-enabled systems of care that deliver not only a step change on deploying the system but also year on year continuous improvement in safety, quality and cost efficiency.

Nurses often tell us that they can't imagine going back to a world without our solution and consider our Oxevision platform a "6th member of the team" that "just sets up safety for their patients.''

In 2018 we obtained our world-first medical device certification (contact free pulse and breathing rate with an optical sensor) and grew deployments by 10x. In 2019 and H1-2020 we delivered another step-change in revenue and deployments as we signed a number of larger, commercial scale customer contracts, and demonstrated the strong demand for our platform in the UK and Sweden. We are now contracted to 1 in 3 of English Mental Health Trusts.

Oxehealth has a well-established Customer Success team laser-focused on delighting new and existing customers. We help them get best use out of Oxevision by ensuring a timely and successful deployment, activating and fostering usage, and embedding into clinical practice.

The role

This role represents an opportunity for an experienced individual who is truly passionate about helping clinicians get the full benefits of Oxevision while caring for their patients. Previous experience in a clinical setting or care environment would be hugely beneficial although not necessary.

You will be responsible for:

- Supporting Oxehealth's customers on the front line, acting as an ambassador for the company and Oxevision
- Onboarding new users of Oxevision. Picking up from the sales team, you will visit customer sites, educate and train their staff, and help them to embed this new technology into their clinical practice
- Working closely with senior clinicians to understand their existing protocols and procedures and patients' needs, and recommend suitable functionality and ways of working based on these
- Designing and running workshops with senior clinicians to tailor engagement and training plans
- Developing and delivering training materials and activities, including engaging options for remote learning, to empower staff in using Oxevision
- Providing ongoing support to our customers, including:
    - Building meaningful, long-term relationships with the clinicians so they feel you are part of their team
    - Responding to questions and queries
    - Monitoring usage and running regular reviews to ensure that customers are utilising the technology to its full potential, including attending regular meetings and preparing reports
- Occasionally shadowing users to understand more about the role and impact of the Oxevision and future product developments
- Leading a small team of junior colleagues (depending on oxerience)

The candidate

The ideal candidate will have a strong desire to help people, strong empathy and active listening skills. You will be motivated by the opportunity to be part of a rapidly expanding Customer Success function to deliver continued growth in the number, size and complexity of deployments. The ideal candidate will:

- Have a deep interest in helping carers and staff
- Be a self starter, happy to deliver across a broad spectrum of activity and take on new challenges with limited supervision
- Be able to offer empathy and quickly build rapport and trust with a wide range of roles, from senior clinicians to healthcare assistants
- Be a good listener with a high degree of curiosity
- Be to empathise and understand the needs of customers
- Be able to patiently deal with customers when they come to you stumped or frustrated
- Be an excellent all-round communicator (in verbal and written communication), with ability to inspire, influence and motivate others
- Be highly energetic and passionate
- Be someone who loves learning and improving themselves
- Be someone who enjoys working in clinical environments and able to travel to customer sites up to a few days each week

Desirable but not essential:
- Experience within a clinical setting
- Experience of in-patient mental health

Terms: competitive package, learning opportunity, career path
- Base salary [£35-50k depending on experience]
- 25 days of annual leave with the ability to purchase more
- Stakeholder pension
- Life assurance
- A flexible working environment
- Working in a well-funded scale-up with an entrepreneurial team spirit

If you have the ambition, energy and skills needed to be successful in this role and want to be part of a company that is on a journey which will be world changing, please send your CV and cover letter to jobs@oxehealth.com.