

# Operations Coordinator (Junior)

## Role Description

**Location:** Oxford

**Reporting to:** Operations Coordinator

**Once in a career opportunity: be on the front line to improve healthcare for society's elderly 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 service delivery team laser-focused on scaling up our operations, including installation and hardware support, both in the UK, Sweden and USA.

## **The role**

This role represents an opportunity for a capable and enthusiastic individual who is truly passionate about delivering world-class operations. It is an excellent opportunity to start building a career in either operations or project management. As Operations Coordinator, you will gain experience of various aspects of hardware installation, software delivery and stakeholder management involved in implementing Oxevision.

Your responsibilities will be varied including coordinating installations internally and externally, drafting critical documents and dealing with customer enquiries. Crucially, you'll provide some much needed bandwidth for our existing Operations Coordinator and help to enable and maintain strong relationships with our customers and delivery partners.

- You will support the planning and scheduling of new installations, and help to monitor progress once they are underway
- You will support the team in drafting customer-facing documents, including site survey documents and installation plans
- You will help to coordinate installation logistics, including hardware deliveries, engineer availability, security clearances and travel arrangements
- You will communicate directly with customers and contractors to provide updates on progress throughout the installation
- You will be involved in responding to operational issues and customer service issues
- You will become a key part of our busy delivery team – helping to keep everything running smoothly and on track!

## **What we're looking for**

Are you?

- Hungry to learn and to develop your career?
- Highly organised with a 'can do' attitude and the ability to successfully support multiple projects at one time?

- Able quickly to build rapport and trust - an excellent communicator?
- Someone who loves being part of a high-performing team?
- Highly driven, resilient and proactive?
- Able to write clear, professional English?
- Experienced in using the Microsoft Office suite of programmes?
- Passionate to help nurses and other caring professionals take even better care of their patients and other vulnerable people?

In addition:

- Previous project administration/support experience would be advantageous
- Previous customer service experience would be advantageous
- Please note that, like the whole team, you will be required to undertake a DBS check if you do not already hold valid clearance.

**Terms: competitive package, learning opportunity, career path**

- Base salary
- 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](mailto:jobs@oxehealth.com).