



## **Software Configuration Manager**

**Location:** Oxford with option to work remotely on days

**Reporting to:** Research Operations Lead

**Once in a career opportunity:** Help improve healthcare for society's most vulnerable

### **Oxehealth: Our Contribution to Healthcare**

Oxehealth is a global leader in vision-based patient monitoring and management systems, helping clinicians engineer ever better care. Our pioneering Oxevision software platform enables staff both to plan patient care and to intervene proactively to help patients. We use computer vision, signal processing, big data and machine learning to generate the alerts and reports clinicians, carers and custodians need, seamlessly slotted into their existing workflow.

We hold the world's first medical device certification for the noninvasive measurement of pulse rate & breathing rate. It is comparably accurate to conventional contact medical devices but it is completely contact-free. Oxevision also incorporates leading computer vision techniques to provide timely location-based alerts which alert clinicians to high risk behaviour and generate care reports, without having to invade privacy.

As one medical director remarked, "your technology will change the practice of medicine". Founded by the Head of Engineering at Oxford University, Professor Lionel Tarassenko, we recently won the prestigious Colin Campbell Mitchell Award from the Royal Academy of Engineering, awarded to the group who "made the greatest contribution to the advancement of any field of engineering within the period of the last four years".

With increasing numbers of people living with chronic conditions and growing elderly populations around the world, more and more people need to be looked after by a small group of clinicians and carers – Oxehealth's solutions make this possible.

Since our product launch in 2017, we have built a customer base which includes 1 in 3 UK Mental Health trusts, police forces, the prison service and are developing a strong presence in the Swedish care-home market.

### **Oxehealth: scaling up**

With early commercial deployments hitting their stride in 2019, we were selected for UK Tech Nation's Upscale programme, were invited to No. 10 Downing Street, and won Best HealthTech at the prestigious HSJ awards. Year on year, we aim to increase room numbers three-fold.

In 2020 we've partnered with West London Mental Health Trust for our first hospital-wide deployment at their new Broadmoor Hospital site. We have used the flexibility of our platform and worked closely with NHS partners, to install systems and develop specific functionality to support the care of patients during the Covid pandemic. This has been noted by the CQC in a report on technology usage to support the efforts during the pandemic. We are backed by ambitious, long term investors including IP Group plc and



have recently been recognised by Beauhurst analysts as one of the UK's fastest growing healthtech companies.

In 2021 we are launching our business in the USA and elsewhere in Europe. To do so, we need to continue solving challenging engineering problems through cutting-edge research. You'll be joining a well-backed UK business at the start of scaling up its operations around the world; these roles don't come around often.

**Your role: coordinate and continuously improve the deployment of algorithms to customer sites**

Oxehealth is looking for a Software Configuration Manager to join the team working on delivering our unique software to extract health information from video. This person will play a key role in ensuring that customers can transition from contract through to live use of the technology "C2L" as quickly as possible.

Working closely with our Research Operations team, you will lead a team of Software Configuration Engineers who configure the cutting-edge algorithmic software for newly installed rooms. Your team will test system outputs on in-house data and in the field, review and analyse system alerts to help refine software performance and carry out system and GUI tests as part of the medical device release processes.

The role has a particular focus on process iteration and refinement for our Contract-to-Live workflow from an algorithms delivery perspective. Over time there may be the scope to work closely with and influence our wider Delivery activities, across our hardware, systems and customer support teams. This position will help drive our ability to scale the business in the coming year and is specifically designed to enable the successful candidate to grow their career with Oxehealth.

Your responsibilities will include:

- Leading, mentoring and developing your team
- Optimising the efficiency and accuracy of our Contract-to-Live processes at every stage via business process and capacity modelling, and change management
- Improving the quality of information flow between delivery teams within the business; developing a framework for and coaching configuration team members in effective communication of complex technical issues
- Working closely with our development team to help prioritise upgrades to the toolchain used by the software configuration process
- Helping to build out our Customer Support model, with a specific focus on algorithmic product feedback
- Increasing traceability and auditability of the software configuration process



## **You: the qualities and experiences we're looking for**

To be a success in this role you will:

- Have previous line-management experience
- Possess excellent leadership, interpersonal and communication skills
- Possess strong organisational skills
- Be highly driven, resilient and proactive
- Have experience managing multiple projects at the same time in an operational environment, ideally with a significant technical content
- Have experienced using Microsoft Office and/or Google G Suite
- Be comfortable in a fast-moving environment where priorities may change quickly
- Hold a strong desire to help clinical teams and other caring professionals better plan patient care

Additionally, it is highly beneficial if you have experience in any of the following:

- Working with SLAs
- CRM ticketing systems
- Software development or configuration experience
- Excel modelling

This role is ideal for someone looking to develop a career in operations management with a strong bias towards software delivery. As Oxehealth grows, there will be significant opportunities for personal development and progression, including the chance to gain experience coordinating projects across multiple geographies. A background in Professional Services, Project or Programme Management or Sales Engineering would likely ensure you're in a strong position to succeed in this role.

Oxehealth is a company growing at pace, this requires an adaptable approach to find the right solution for the current phase of growth. You should be comfortable experimenting and trying new ways of working.

This role is offered on a full time basis.

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

- Competitive salary
- 25 days of annual leave with the ability to purchase more
- Stakeholder pension and life assurance
- A flexible working environment
- Regular opportunities to engage with and understand cutting-edge research
- 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).