

Job title	Operational Management Assistant
Reports to	Chief Nursing officer
Primary location	London

Operational Management Assistant (London)

About Health Navigator

Health Navigator is a next generation healthcare company, combining advanced data analytics, AI prediction and patient facing services. We identify those patients who have the highest risk of multiple hospital attendances and/or admissions, focusing on the 1% of the population that account for 35% - 40% of total NHS spend. One of our key services is **Proactive Health Coaching (PHC)** – an AI-powered target patient prediction and nurse-led intervention, that empowers patients to manage their health through evidence-based support and coaching, helping them to find the best pathways to manage their conditions, whilst alleviating pressure on A&E and in-patient hospital services.

What's the purpose of this role?

The Chief Nursing Officer is looking for an enthusiastic, pro-active individual to support her in developing and delivering a diverse range of operational initiatives, focusing on delivering outstanding levels of care and support, business continuity, stability and future growth. Additionally, you will work with the Chief Nursing Officer to develop and deliver a range of operational standards and procedures across Health Navigator, taking accountability to ensure that they are successfully implemented and measured so that we can identify future improvements that take us to the next level of performance.

Your key responsibilities

Some of the main responsibilities of the Operational Management Assistant include but are not limited to:

- Provide administrative support to Chief Nursing Officer
- Responsible for supporting the daily operations of the different sites, including weekly review of targets, delivery of service to the patients, review of operational reports and KPIs and the sites' overall performance.
- Routine data input
- Maintaining effective relationships and communications with key external stakeholders under guidance from the Chief Nursing Officer.
- Liaise with appropriate colleagues to ensure that continuous performance improvement requirements are identified and provide support to the Chief Nursing Officer in designing and implementing appropriate initiatives to measure and improve the quality of the service delivered and patient outcomes.
- Support and provide input as required to various projects, including but not limited to the setup of new sites, methodology/systems, improvement projects and operational processes and procedures reviews.
- Provide support to the Chief Nursing Officer in the identification of opportunities for improvement, planning and implementing service transformation and process redesign as required.

Your Skills, Knowledge and Experience

Experience and Knowledge

- Degree in subject appropriate to demands of the role
- Highly proficient user of IT packages E.g., Microsoft Office
- Experience in a healthcare environment (desired but not essential)
- Commercial Understanding and/or Experience
- Experience in healthcare operations and/or healthcare project management (desired but not essential)
- Good understanding of the value of technology in quality improvement, operations and customer experience
- Ability to quickly grasp complex technical concepts and make them easily understandable in form of presentation or other documents

Skills and Abilities

- Excellent verbal and written communication skills
- Able to work effectively with internal and external stakeholders
- Works independently and exercises a degree of judgment and adaptability in own decisions and actions
- Proposes solutions to problems which may sometimes be complex; provides supporting information and analysis
- Identifies improvements (to processes or the business) and refers to other colleagues for next actions
- Innovative thinker
- Ability to apply an analytical mindset to problem-solving
- Flexible, with the ability to work in a fast-paced environment
- Professional, credible and responsive
- High personal impact and the ability to influence others positively
- Performs work with highest levels of confidentiality and integrity
- Ability to manage, prioritise and organise own work load and use initiative
- Ability to interpret business requirements and deliver high value outputs

Salary: competitive salary

Are you up for the challenge?

We are looking forward to hearing from you!

Note: due to the high volume of applications, we will only respond to candidates who have been shortlisted.