

JOB TITLE	SENIOR BUSINESS OPERATIONS MANAGER (MATERNITY LEAVE COVER)
Banding	£51,646 to £58,202
Hours	37.5hrs/week (Full time)
Base	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
Team	Business Operations, Health Informatics
Accountable to	Director of Health Informatics
Terms	Fixed-term maternity cover until the return of the substantive post holder (up to 12 months)

About Health Innovation East:

At Health Innovation East we believe that great ideas only make a difference for our health when they are put into practice. Health Innovation East is the innovation arm of the NHS in the East of England, and we are one of 15 regional Health Innovation Networks that support the introduction of innovative technologies, devices and care pathways to transform health and care.

Our team of clinicians, clinical scientists, commercial and NHS experts work with pioneering start-ups, universities, global corporates and the NHS to ensure that the best innovations in health and care reach the people and places where they deliver the most benefit. We also have a growing team of specialist programme managers, experts in real world evidence and data scientists who support the specialist work increasingly needed to deliver today's world of technology-enabled patient care.



Role purpose:

The post holder will be part of the Health Informatics team at Health Innovation East, which designs and delivers secure, impactful data solutions that help healthcare, research, and life sciences organisations unlock the full potential of health data for patient benefit. The team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence, enabling data-driven research and improved patient outcomes.

This is a fixed-term maternity cover position, providing an opportunity to take on a senior operational role within a high-performing and innovative team.

As a Senior Business Operations Manager, you will play a pivotal role in ensuring the effective and efficient delivery of the Health Informatics portfolio. The role has a broad operational and strategic remit, with responsibility for optimising processes, strengthening governance, and supporting the team's growth and sustainability. You will work closely with senior leadership to drive improvements in how the team operates, ensuring alignment with organisational priorities and enabling high-quality delivery across a diverse portfolio of projects.

This is a varied and fast-paced role, encompassing responsibility for business operations, financial and contract management, procurement, recruitment, and business development support. You will contribute to the pipeline of new work through supporting bids and preparing costings, oversee budgets and contracts, act as a key point of contact for associates and contractors, and lead on the coordination of team processes and activities. The role also includes oversight of events, team development activities, and supporting Programme Management Office/Delivery functions where required. Given the breadth of responsibilities, the role is well suited to someone who is highly organised, proactive, and comfortable working across multiple systems, stakeholders, and priorities within a dynamic environment.

The post holder will need to demonstrate the following experience and knowledge:

- Proven experience in designing, implementing, and improving operational processes to support effective business delivery
- Experience in financial and contract management, including budget tracking, reporting, and working within governance and compliance frameworks
- Experience of coordinating or leading recruitment and onboarding processes
- Ability to interpret complex information/data from multiple sources and present it clearly to a range of audiences
- Strong organisational and prioritisation skills, with the ability to manage competing demands and deliver to deadlines
- Experience of working collaboratively with internal teams and external stakeholders

Key responsibilities:

As a Senior Business Operations Manager (Maternity Leave Cover), the post holder will:

- Line manage the Business Operations Manager and Operations Coordinator, providing support and guidance as required.
- Lead on the design, implementation, and continuous improvement of team operational processes, policies, and templates to support effective delivery.
- Provide support for budget and contracts management, ensuring compliance with organisational financial and procurement policies. Specific responsibilities include raising purchase orders and invoices, tracking project/programme budgets (income and expenditure (I&E)), maintaining invoice trackers, overseeing training and event costs, approving expenses, and regularly supporting the Finance team with enquiries to ensure timely and accurate resolution.
- Lead and oversee team recruitment processes, including role design, approvals, and delivery, working collaboratively with the Operations Coordinator (interviews and logistics), Business Operations Manager (onboarding and induction), and HR to ensure compliance with organisational policies and procedures.
- Provide end-to-end contract management, including drafting, reviewing, negotiating, tracking, and storing contracts in line with organisational requirements, working closely with the central operations team to ensure consistency and compliance.
- Lead and oversee procurement activity across the team, including complex and specialist procurements (e.g. penetration testing and ISO audits), ensuring value for money and compliance with organisational policies and procedures.
- Support business planning and reporting for the Health Informatics team, including regular updates to the team, Senior Management Team (SMT), and Board as appropriate.
- Work with the Head of Health Informatics Operations and Director of Health Informatics to develop and deliver strategic plans, including contributing to business cases and project bids, tracking opportunities through Verto, and supporting effective handover into delivery.
- Ensure all team materials, including product and service information, are maintained and kept up to date to support business development and external engagement.
- Support the pipeline of new work by identifying business development opportunities, preparing initial quotes and costings, and contributing to bid submissions to diversify the team's revenue stream.
- Lead the planning and coordination of events, including large-scale project events and external events attended to promote team services and projects.

This includes overseeing the development of supporting materials, presentations, and marketing collateral, securing speaking opportunities and exhibition stands, and coordinating staff attendance in collaboration with the Operations Coordinator.

- Act as the key point of contact for business or contractual-related enquiries coming into the Health Informatics team.
- Manage associate and contractor relationships, including contracting, onboarding, engagement, and invoicing processes.
- Manage maintenance and support packages, ensuring effective supplier relationships, timely renewals, and appropriate usage across the team to maintain service continuity and value for money.
- Maintain oversight of team resources, including licences, subscriptions, and system usage, and support effective capacity planning.
- Support team development and engagement by contributing to team meeting agendas and organising team away days, including sourcing and coordinating external speakers, shaping agendas, and ensuring sessions are purposeful and aligned to team strategy and objectives.
- Work proactively to anticipate issues, manage competing priorities, and step in to progress critical or at-risk project areas where required.

Key relationships and working with others

- Be the main point of contact for all Associate Contractors and work closely with them to ensure successful delivery of agreed deliverables as per contract
- Work closely with the Senior Leadership Team within Health Informatics and other key roles within the wider organisation to ensure alignment with strategy, priorities and process
- Build and maintain relationships with key internal and external stakeholders, and partner organisations to support the successful delivery of projects and commissions
- Effectively communicate new processes at meetings and across the wider organisation, where appropriate
- Work closely with the Central Operations, HR & Finance teams to improve our respective team processes
- Support team development by contributing to team meeting agendas and organising away days
- Line management and professional development of Business Operations Manager and Operations Coordinator

Corporate duties:

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Health Innovation East’s employees, supported by policies and procedures as appropriate
- Comply with current data protection laws and company data protection policy and procedures
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required
- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities.
- Observe Health Innovation East’s Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds
- Work with others appropriately to achieve organisational goals
- Comply with the Health Innovation East values and behaviours

Person Specification:

	Essential	Desirable
Qualifications and training:	<ul style="list-style-type: none"> • Educated to degree level in Business Management/Operations Management, or equivalent professional experience (a minimum of 5 years in a senior operational or business management role) 	<ul style="list-style-type: none"> • Relevant professional qualification (e.g. PRINCE2, APM, CMI, MSP or equivalent)
Knowledge and understanding	<ul style="list-style-type: none"> • Strong understanding of operational management, including financial management, procurement, and contract management • Familiarity with project management approaches and tools (e.g. Verto, Jira, etc) • Understanding of governance, compliance, and organisational processes 	<ul style="list-style-type: none"> • Understanding of the NHS and/or health data research landscape, ideally within the East of England • Awareness of information governance, data security, or ISO standards

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to adapt style and messaging for different audiences • Proven experience in optimising business processes, implementing operational improvements, and driving efficiency • Experience in financial management, including budget tracking, forecasting, and reporting • Experience of procurement and contract management, including working with suppliers and managing service delivery • Experience leading or coordinating recruitment processes and working with HR frameworks • Strong stakeholder management skills, with experience building effective relationships across teams and with external partners • Ability to translate complex information into clear, engaging outputs tailored to different audiences • Strong analytical skills, with the ability to interpret data and use insights to inform decision-making • Highly organised, with the ability to manage multiple competing priorities and deliver to deadlines • High level of accuracy and attention to detail • Proficient in Microsoft 365 (Outlook, Word, Excel, PowerPoint), with the ability to quickly learn new systems and tools 	<ul style="list-style-type: none"> • Experience contributing to business development activities (e.g. bid writing, proposals, or costing) • Experience planning and delivering events (including large-scale or multi-stakeholder events) • Experience using design/communications tools (e.g. Canva, Figma)

	Essential	Desirable
Disposition/ Aptitude	<ul style="list-style-type: none"> • Proactive and self-motivated, with the ability to anticipate issues and take ownership of solutions • Flexible and adaptable, with a willingness to take on a broad range of responsibilities in a dynamic environment • Collaborative team player who supports colleagues and contributes to a positive team culture • Comfortable working in a small team environment, including reprioritising workload to support shared objectives • Resilient and calm under pressure, with the ability to step into urgent or at-risk projects when required 	<ul style="list-style-type: none"> • Interest in innovation, healthcare improvement, or data-driven transformation

Right to work in the UK: Applicants must be able to provide evidence of their right to work in the UK at the point of interview.

The role holder will sometimes be required to be flexible with their hours of work for the team to collectively meet certain deadlines.

Occasional travel both within the region and nationally is required.

Personal development responsibilities

- Understanding and awareness of own personal development needs
- Maintenance of a compliant professional portfolio where required.

Key relationships

Internal - all Health Innovation East employees will be expected to form key relationships within the organisation relevant to the role.

External - in addition, the successful appointee will need to develop and build relationships with external colleagues as relevant to the role. These may include, but are not limited to, relationships with colleagues within partner organisations such as:

- Industry partners including SMEs and large corporates within the health arena.
- Academic partners in Higher Education Institutes and Tech Transfer Offices.
- Funding/investment organisations.

- Applied Research Collaboration (ARC) East of England colleagues.
- NHS Trusts and NHS Foundation Trusts.
- Local Government.
- Integrated Care System and Integrated Care Boards.
- Third Sector Organisations.
- Patient Advisory Groups/Services.

Benefits of working at Health Innovation East

As part of the benefits package, Health Innovation East's employees are entitled to 27 days of annual leave plus bank holidays (pro rata for less than whole time equivalent) and are offered a company pension (employer contribution up to 10% of annual salary), life insurance (on completion of a probationary period) as well as a cycle to work scheme. In addition, all employees have unlimited access to the company's well-being programme which is externally provided and fully confidential. Team members on secondment will remain on their employer's terms and conditions.

How to apply

To apply please submit your CV and a covering letter by Sunday 21 June 2026 to recruitment@healthinnovationeast.co.uk specifying your motivation for applying and how you meet our person specification. For an informal discussion, please contact healthinformatics@healthinnovationeast.co.uk.

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.