

JOB TITLE	BUSINESS OPERATIONS MANAGER (MATERNITY LEAVE COVER)
Banding	£34,157 to £44,621 depending on experience
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	Senior Business Operations Manager
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 works 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. Our team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence to enable data-driven research and improve patient outcomes.

As a Business Operations Manager, you will play a key role in supporting the successful delivery of the Health Informatics portfolio by helping ensure the team and its projects have effective operational support in place. This will be a varied role, with responsibility for leading onboarding and induction activity, supporting day-to-day business operations, coordinating procurement and finance administration, managing shared inbox activity, maintaining accurate operational records and trackers, supporting recruitment coordination, and helping to coordinate events and other

project-related operational requirements. The role would suit someone who is highly organised, approachable and people-focused, with the confidence to work across different systems, processes and stakeholders to support colleagues and keep activity moving.

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

- Experience supporting the design, coordination and improvement of operational processes to enable effective business operations
- Experience leading or coordinating onboarding and induction activity, with the ability to support new starters, work with colleagues across the team, and coordinate recruitment logistics in line with organisational requirements
- Experience supporting business operations for project-related activity, including procurement, financial administration, events or other operational requirements linked to project delivery
- Ability to collate information from multiple sources and present it clearly in different formats for a range of audiences

Key responsibilities:

As a Business Operations Manager, the post holder will be working with the Senior Business Operations Manager to:

- Lead on onboarding and induction activity for new starters and student placements, helping to ensure colleagues feel welcomed, supported and confident in using relevant team processes, systems and ways of working.
- Support the development and implementation of operational processes and guidance alongside the Senior Business Operations Manager, identifying areas for improvement within the team.
- Maintain and update operational templates, checklists and guidance to support consistent use of agreed team processes.
- Support compliance with organisational processes by maintaining accurate records, tracking key actions and escalating gaps or issues where needed.
- Support operational management of budgets, ensuring compliance with organisational policies and procedures. This includes raising purchase orders and invoices, maintaining invoice trackers, and supporting the Finance team with enquiries.
- Support procurement processes by coordinating documentation, gathering information and helping ensure activity follows organisational procurement routes and approval processes.
- Support business operations for Health Informatics projects, including procurement, financial administration, maintaining operational records, resource coordination, event logistics and other operational requirements linked to project delivery.
- Support recruitment processes by coordinating logistics, maintaining recruitment checklists and working with HR and recruiting managers to ensure key steps are completed.
- Maintain oversight of team licences, subscriptions, renewals and support packages, including tracking usage, renewal dates, associated costs and supplier information.

- Manage and triage the Health Informatics inbox, responding to routine enquiries, coordinating follow-up actions and escalating complex or sensitive queries to the Senior Business Operations Manager as required.
- Support internal and external event planning, including large-scale project events and promotional events attended by the Health Informatics team. This includes coordinating logistics, materials, staff attendance, travel, accommodation, follow-up actions and event administration.
- Support business planning and reporting by collating information and preparing updates for the team, SMT and Board, where appropriate.
- Engage with internal project teams and external stakeholders, demonstrating an ability to build excellent working relationships.
- Work proactively, anticipating issues and managing competing priorities effectively.

Key relationships and working with others

The ability to develop good working relationships is essential to this post, and the role holder will be required to:

- Build and maintain relationships with key internal and external stakeholders, and partner organisations to support the successful delivery of projects and commissions
- Work closely with the Senior Leadership Team in the Health Informatics Service to ensure alignment with strategy and priorities
- Effectively communicate new processes at meetings and across the wider organisation
- Work closely with the Senior Business Operations Manager, wider Health Informatics team, HR, Finance and central operations colleagues to support procurement, onboarding, financial processes and wider business operational needs.
- Support team development by contributing to team meeting agendas and organising away days

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	• Educated to degree level, or with equivalent professional experience in business operations, programme support or a related operational role in a healthcare, research or similar setting	• Relevant professional qualification or training in business administration, operations, project/programme support or a related area
Knowledge and understanding	• Understanding of business operations within a project, programme or service environment	• Understanding of the NHS and/or health research landscape, ideally within the East of England • Awareness of information governance, data security, audit or compliance requirements
Skills and experience	• Excellent written and verbal communication skills, able to adapt tone for different stakeholders • Ability to take information and present it in a way that appeals to various audiences • Highly organised, with the ability to manage multiple competing priorities and deliver to deadlines • High level of accuracy and attention to detail • Confident using Microsoft Office 365 (Outlook, Word, Excel, PowerPoint), with the ability to learn additional operational systems and tools • Experience supporting business operations across team and project-related activity,	• Experience using operational systems or tools such as Jira, Verto, CRM, finance or procurement systems • Experience supporting the implementation of new operational processes or ways of working • Experience maintaining trackers for licences, subscriptions, renewals, resources or supplier information

	Essential	Desirable
	including procurement, financial administration, event logistics or other operational requirements • Experience leading or coordinating onboarding and induction processes, including working with HR frameworks and supporting recruitment coordination where required • Experience managing shared inboxes or administrative workflows, including prioritising enquiries and escalating appropriately	
Disposition/ Aptitude	• Enjoys working in a small team, picking up tasks from colleagues as required to support each other's workload, re-prioritising as needed to collectively deliver responsibilities • A people-focused and approachable team member who enjoys supporting colleagues, building positive working relationships, and helping new starters feel welcomed and well supported during onboarding and induction	

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.

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.

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 **23:59pm on Sunday 23rd August** to recruitment@healthinnovationeast.co.uk specifying your motivation for applying and how you meet our person specification. For an informal discussion, please contact informaticsoperations@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.