

JOB TITLE	OPERATIONS COORDINATOR, HEALTH INFORMATICS
Banding	£ 27,086 to £34,833
Hours	Full time (37.5hrs a week) Part-time hours up to a minimum of 0.6FTE will be considered on request
Base	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
Team	Health Informatics
Accountable to	Senior Business Operations Manager
Terms	12-month fixed term contract

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. 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.

This Operations Coordinator role sits within the Business Operations function of the Health Informatics team and is essential to the smooth running of the team's day-to-day operations. The role provides practical coordination and administrative support across meetings, records, internal systems, finance administration, recruitment and onboarding, events, communications and general team processes. It will also act as a key point of contact for internal colleagues and external stakeholders, helping to

ensure information is well organised, actions are followed up and operational activity runs smoothly.

The ideal candidate will be self-motivated, highly organised and confident supporting a busy team with varied operational needs. They will be comfortable managing competing priorities, maintaining accurate information, coordinating meetings and follow-up actions, and supporting practical processes that keep the team working effectively. They will thrive in a technical, fast-paced and sometimes ambiguous environment, using their initiative, flexibility and attention to detail to respond to shifting deadlines and emerging priorities.

The post holder will need to demonstrate strong coordination, communication and administrative skills, with the ability to:

- Coordinate meetings, events, calendars, inboxes and follow-up actions, ensuring stakeholders receive clear and timely information
- Maintain accurate records, documentation, trackers and shared systems so information is easy to find, up to date and well organised
- Support a range of operational processes, including finance administration, recruitment and onboarding, supplier follow-up and ad hoc team priorities, while maintaining a high standard of work

Key responsibilities:

As an Operations Coordinator the post holder will:

- Provide general administrative support to the Health Informatics Team
- Organise and coordinate meetings, capturing accurate, detailed minutes that reflect complex, technical discussions and nuanced terminology
- Distribute clear and concise follow-up communications, outlining key decisions, action items, and timelines to ensure accountability and continuity
- Maintain accurate records, files, and team documentation including action logs, contact lists, trackers, standard operating procedures, team guidance and shared folders, ensuring information is well organised, up to date and easy for others to access
- Maintain and update internal systems, documentation, and workflows to support operational efficiency, including SharePoint folders, Teams channels, shared trackers, task lists, templates and process notes
- Manage team calendars, inboxes, and correspondence, including arranging meetings, monitoring shared mailboxes, coordinating responses, flagging urgent items and ensuring deadlines are followed up
- Assist with ordering supplies, raising purchase requests, processing invoices, tracking expenses, maintaining finance records and following up with suppliers or internal finance colleagues as needed

- Proactively identify and implement improvements to administrative processes and team operations.
- Organise internal team events and coordinate attendance for the team at external events, including catering, accommodation, travel arrangements
- Assist with creating communications and marketing materials to promote the work of the team and the company, including images and slide decks
- Support recruitment and onboarding processes for new team members, including interview scheduling, candidate correspondence, onboarding checklists, induction arrangements, equipment requests and access to relevant systems and folders
- Remain flexible to pick up ad hoc, sometimes urgent tasks, as required and reprioritising existing workload accordingly
- Undertake any additional administrative tasks as required

Key relationships and working with others

- The ability to develop good working relationships and change communication style for different audiences
- Act as a liaison between the Health Informatics team and wider business functions (e.g HR & Finance), ensuring clear and timely communication.
- 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 previous equivalent level experience in an administrative or coordination role	
Knowledge and understanding	• Familiarity with document management and collaboration tools (e.g., SharePoint, Microsoft Teams)	• Understanding of information/data governance
Skills	• Excellent organisational and time management skills, with the ability to manage competing priorities and meet deadlines • Ability to work independently, use initiative and work collaboratively as part of a team • Proficiency in Microsoft Office and collaborative tools, including Word, Excel, Outlook, Teams and SharePoint • Strong attention to detail and accuracy when preparing documents, maintaining records, updating trackers and following up actions • Confident calendar, inbox and correspondence management, including arranging meetings, monitoring shared mailboxes and coordinating responses • Ability to organise meetings and events, including logistics, materials, travel, accommodation, catering and delegate information • Clear written communication skills, including the ability to produce minutes, action notes, follow-up	• Experience using operational systems or tools such as CRM, Jira, Miro or finance systems • Experience supporting communications or marketing materials, such as slide decks, images or social media content

	Essential	Desirable
	emails and simple team communications • Ability to support operational processes such as finance administration, recruitment coordination, onboarding arrangements and supplier follow-up	
Disposition/ Aptitude	• Comfortable working in a fast-paced, technical and sometimes ambiguous environment • Flexible and willing to reprioritise workload to respond to urgent tasks, shifting deadlines and team needs • Proactive and solutions-focused, with a willingness to identify improvements to administrative processes and team ways of working	

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 **11:59pm on Sunday 27th September 2026** 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.