



Service Manager

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

Oxehealth gives doctors, nurses and carers more time for hands on care where and when it's needed most. Our technology is an assistant for when they can't be there, paying attention to every room they are supervising.

We can monitor pulse rate and breathing rate totally contact free, using standard digital cameras, with medical grade accuracy. We can also monitor human activity, behaviours and safety.

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 will make this possible.

Our software is currently deployed in mental health, care homes & nursing homes, police, prisons, home care, and acute hospitals. The BBC has featured our technology in use: watch [here](#).

Oxehealth: our growth

2018 was a stellar year. We obtained our world-first medical device certification, our solution was contracted to >17% of English Mental Health trusts as well as police forces, prisons and care homes -and we launched in Sweden.

We grew our deployments by >10x, were ranked as one of the [UK's 100 fastest growing private companies](#) and were cited by the CQC as an example of [outstanding practice](#).

This is just the beginning. We intend to grow 10x again in 2019. To do that, we are building out our delivery team to support the rapid, sustained growth we intend over the coming years.

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Your role: deliver deployments as we scale up

Busy nurses, police officers and carers put our solutions at the heart of doing their jobs. Hardware often needs to be sourced and installed into complex and challenging environments, in operating and occupied wards or facilities. This is breakthrough technology so stakeholder management and sign off are important pre-installation and users require training post installation. And we pride ourselves on our customer service.

We have a great team and effective processes and ways of working today. But the successful candidate will be responsible for scaling these up and creating the field service function required to support delivery for our next phase of growth. In line with the importance of hire, the role will report directly to our Chief Operating Officer.

The Service Manager will be accountable for turning a contracted customer into operating sites ready for algorithm commissioning: this will cover stakeholder approvals, procurement, build and test, installation, handover as well as providing ongoing hardware support and maintenance. Initially this will be done using our own internal resource but a key element of this role will be identifying, training and managing the right third party install contractors to enable us to deliver projects at scale for customers to Oxehealth's high standards and to schedule.

Your future: springboard for your career

Oxehealth is a home for talented people. This position is fundamental to the business' success in the coming year and is designed to grow in scope to enable the successful candidate to develop at Oxehealth. If you have a proven record delivering in the field and want to be truly tested and to grow extremely fast this role is the right next step for you.

You: the qualities and experiences we're looking for

To be a success in this role you will be an experienced operator who is:

- An excellent people person, able to operate comfortably with the Head of IT or Governance for a Trust or Police Force through to the Estates cabling team
- Interpersonally astute, diplomatic and a savvy negotiator, knowing when to push forward and when to pull back to bypass blockages and achieve the right goal
- Highly organised, detailed and closure focussed with a natural ability to get stuff done to the highest standards
- Committed team player and diligent team leader. Not a prima donna
- Bright, able to grasp wide-ranging and complex issues quickly

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- Able to multi-task, coordinating multiple parties (internal and external) across multiple customers simultaneously and making the right call on priorities to deliver the best outcomes
- Intellectually curious, never satisfied with good enough and always looking for opportunities to make improvements
- Highly energetic, self-starting, determined, hungry to learn and ambitious to progress your career
- A good sense of humour and the patience of a saint will undoubtedly stand you in good stead too!

Whilst a background in operations and field service would be highly desired, no technical background is required: we have technical experts who the successful candidate can draw on and full product training will be given. A full driving licence is required. Please note we take all employees through vetting processes.

The role is based at Oxehealth's office on the Oxford Science Park but will involve travel to customer sites on a regular basis.

Terms: competitive package, learning opportunity, career path

- Competitive salary
- Equity in a rapidly growing healthcare tech business via the Oxehealth Share Option scheme
- 25 days of annual leave with the ability to purchase more
- Stakeholder pension
- A flexible working environment
- Working in a well-funded start-up with a team spirit and working environment that envied by all who see it
- An opportunity to learn practical business building from a hugely experienced and entrepreneurial leadership team. This role could set you up to deliver your potential in a way very few businesses could.

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 simon.hardman@oxehealth.com.