

<b>Job role</b>	Health and Social Care Business Operations Manager
<b>Contract type</b>	Permanent role up to £40k depending on experience Based in Bath, UK

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### About RIVIAM

RIVIAM is passionate about improving people's lives by providing a secure cloud platform and services for health and social care organisations to collaborate and co-ordinate care. Our technology connects with existing NHS computer systems and clinical records whilst enabling new care services. With RIVIAM, our customers are able to create efficiencies and deliver joined-up care using integrated information.

RIVIAM is focused on providing digital:

- 1) Referral Management and Workflow services for the NHS with customers in Children's Mental Health Services (CAMHS), Children's Physical Health and Adult Community Health Services
- 2) School Aged Immunisation services for Flu, DTP, HPV and COVID
- 3) Referral Management, Wellbeing and Care Planning services to the Social Care and 3<sup>rd</sup> sector

Initially, the role will focus on RIVIAM's Immunisations eConsent Service supporting healthcare providers in England deliver Flu, DTP and HPV vaccination programmes to school aged children using eConsent forms, online workflow and our mobile App. RIVIAM provides high quality configuration, business change and operations support to our customers. This role is about working with our customers to ensure RIVIAM is supporting their needs and the operational challenges of their immunisation's programmes.

### Role specification

Reporting to RIVIAM's Operations Director (Christine Targett) you will be responsible for:

- 1) Managing customer relationships and expectations normally working with clinical and operations leads in NHS Trusts or independent health care organisations.
- 2) Managing the mobilisation and configuration of new customers onto RIVIAM's platform.
- 3) Meeting with customers on a regular basis to review service delivery performance, outcomes and changes requested by the customer.
- 4) Managing any operational incidents and challenges that arise during the business day and escalating issues appropriately.
- 5) Working with the configuration and product team in prioritising and agreeing changes for customers.
- 6) Managing the annual cycle of immunisations and agreeing appropriate changes to the eConsent forms, mobile App and workflow processes as required.
- 7) Managing customer support tickets and issues.

A key part of the role is to build strong relationships with our immunisation customers so that we are a partner for their delivery of school immunisations. At RIVIAM, we have long relationships with our customers and look to deliver enhanced value and customer success expanding our services where appropriate.

**Person's experience:**

- 1) Ideally, experience of working within an information technology company or as a customer receiving technical services.
- 2) Strong project management experience over many years.
- 3) Experience of working with customers to develop and understand requirements.
- 4) Must have experience of managing delivery and services in a time pressured environment. School-age Immunisations is a high-volume clinical service and customers are under pressure to give children injections. We need to be calm and clear in our actions as children's health is at risk.
- 5) Ideally, the person would have experience of working in NHS and Social Care technology, but this not essential.

**Required skills:**

- 1) Degree or equivalent qualifications.
- 2) Have the intellectual capability to think through complex business problems and work with customers and internal teams to develop solutions.
- 3) Have a close attention to detail and be a completer finisher.
- 4) Ability to think on your feet, a 'can do' attitude and high self-motivation.
- 5) Active team player and interested in developing the capability of the team.
- 6) Excellent written and communication skills, with ability to communicate with different stakeholders.
- 7) Strong user of Microsoft Office products.

**Location**

RIVIAM is based in the centre of Bath.

**Contact**

Please get in touch with Paul Targett on [ptargett@riviam.com](mailto:ptargett@riviam.com) if you are interested in the role.