

Account Operations Manager

To lead day to day operations for MyWay Digital Health

Salary: Up to £60,000, plus offer of share options (at next round) and wider employee benefits. Salary will be negotiable commensurate with experience (please contact us to discuss)

Duration: Permanent contract, with options for flexible working (upon successful completion of the probationary period)

Role Summary & Key Responsibilities

- Oversee the activities in all regional & national commercial accounts.
- Responsible for building strong relations with key clients, tending to their needs, and making sure they are satisfied with the services the company has to offer.
- Drive nationwide implementation strategy action orientated, focusing on both internal and external operational performance.
- Lead and deliver on company operational requirements in the UK and to contribute to global expansion in multiple territories.
- Daily oversight of the operations and admin team.
- Project and Contract Management and Delivery.
- Responsibility for coordination of project managers/ admin staff, ensuring timely and high-quality delivery of:
 - Research and Development projects
 - Commercial contracts, including supporting end-user recruitment strategies, product implementation, user onboarding and potentially data-feed integration work (depending on experience)
 - User support services (including service desk)
- Supporting other team members in delivery of:
 - Regulatory compliance requirements (with internal and external regulatory officers)
 - Information Governance and risk management requirements
 - Partnership working
 - Tenders and grant writing

This post can be based anywhere within the UK, but will require travel to offices in Edinburgh and Dundee with scope for flexible working. Travel to other locations around the UK to visit clients will be required.

Skills and Experience

Essential

- Commercial management experience (including supervision of diverse teams)
- Leadership skills
- Project management experience



- Experience working with the NHS (particularly in England)
- Track record of delivery on time and within budget
- Understanding of the digital health marketplace
- Experience implementing health products (hardware, digital or pharmaceuticals) in the UK

Desirable

- Understand of regulatory and information governance requirements for UK ICT deployment
- Understanding of theory and practical application of health ICT implementation science
- Experience working in and scaling a company in a start-up environment
- Business development experience
- PRINCE 2 qualification or equivalent
- Understanding of diabetes care delivery

Person Specification

- Positive outlook
- Motivated
- Proactive
- Flexible
- Pride in your work
- Keen to make a difference
- Ownership of tasks
- Able to work independently or as part of a team
- Excellent inter-personal skills
- Honest
- Reliable
- Great communication and presentation skills

About Us

MyWay Digital Health Ltd is a purpose-driven SME that was spun-out of Dundee University in Jan 2017, with the aim of supporting chronic disease management globally through affordable data-driven approaches starting with diabetes. Our flagship self-management platform, MyWay Diabetes (previously known as MyDiabetesMyWay- the national diabetes platform in Scotland) has a very strong evidence base and value story. Current coverage is around 1/4 of NHS England and over 60,000 data registrants/ >500,00 people have used our platform to access advice. We aim to grow our UK market coverage further through additional products and services including clinician facing platforms and cutting edge AI-driven predictive analytics tools. Internationally, we have set up an office in Dubai and are running pilot project in India and Middle East. This is an incredibly exciting time to be joining the company and the possibilities are almost limitless for the right candidate.

The existing team are friendly, positive and keen to make a difference.

Our Vision: Transforming Care of Diabetes and other Long Term Conditions

Our Mission: Improving the lives of people living with chronic conditions through data driven technology solutions

Please send a cover letter and your CV, totalling no more than 3 sides of A4 and in standard size font to info@mwdh.co.uk.