

**Programme Manager**

**Hammersmith, UK**

**Permanent**

**£50,000 per annum**

## **Who we are**

At iPLATO we are more than a tech company. We are revolutionising the health care industry. We are committed to delivering powerful digital solutions that improve lives and to have fun while doing it. Serving millions of patients and thousands of healthcare professionals every day we are a leader in Health Tech.

Across this network our digital solutions enable data driven patient engagement, personalised online consultation powered by machine learning and patient support to people living with diabetes, hypertension and epilepsy. Our aim is to connect patients and transform healthcare.

## **About the role:**

iPLATO is in a unique position to offer a population level patient engagement and communication platform that can be delivered to millions of patients. This service can save lives by improving the uptake of preventative health screening and LTC management appointments. The Programme Manager has the strategic responsibility for the service, is integral to new business wins and contracts renewals, as well as the day-to-day running of the service.

Reporting to the Head of Customer Operations, the main responsibilities will be to:

- Manage and lead the strategy of the Population Health service
- Be integral to new business wins for national and health economy wide use of the service, in partnership with regional Sales Managers and the Tenders, Proposals & Contracts Manager
- Manage customer facing project delivery with strategic customers
- Lead a team of dedicated delivery specialists
- Co-ordinate with internal stakeholders to ensure the continued success of the service
- Perform discovery including research, user interviews, and subject matter expert engagement

- Work with Product Management to continue the enhancement of the service offering
- Ensure Data Security & Protection and Clinical Safety compliance is in place for the service
- Act as first point of escalation for the service
- Draft project flows and enable stakeholder engagement and decision-making
- Work with internal and external stakeholders in defining, developing and deploying projects
- Be accountable for service reviews and contract renewals of the service
- Ensure customer reporting meets requirements

### **What we are looking for:**

#### Essential:

- Graduate, Business or Engineering, or relevant business experience
- Creative, innovative and enthusiastic
- Experience leading national or health economy wide deployments
- Strategic understanding of the NHS
- Experience driving business change within a healthcare setting
- Able to motivate and coach a team
- Exceptional communicator, internally and externally
- Experience in use of project management tools
- Entrepreneurial and capable of working in a dynamic scale-up/SME environment

#### Desirable:

- Interest in preventative health
- Experience using project management tools
- Multi-lingual with international experience

### **What we offer**

- An annual individual training budget of £1000 linked to your objectives for your role
- 25 days holiday plus bank holidays
- Company Share Option scheme and travel loan after probation is passed
- An amazing team and fun social calendar

No agencies

If you are looking to make a difference and help transform the healthcare industry, please forward your CV and covering letter to [careers@iplato.com](mailto:careers@iplato.com) ensuring that you write in the subject field **“Programme Manager”**.

By applying to this role you are confirming you have read and agree to our privacy notice which can be found [here](#).

If you have not heard within 2 weeks of application, please presume you have not been successful.