



# OpenMedical

We are a fast-growing **health tech company, providing digital health consultancy and solutions**, using our cloud-based patient management platform, Pathpoint®.

We aim to lead the **global digital transformation of healthcare** with clinically designed and focused digital solutions, providing services that improve the care that our clients can provide their patients. Our systems are currently used in over 110 hospitals and minor injury units in the UK and Ireland, covering a wide range of clinical specialities.

We have an exciting opportunity available for the right candidate to join the Pathpoint Team at Open Medical.

We are looking for a **highly-motivated and proactive Programme Manager** who is a strong communicator, with great attention to detail and is driven to solve problems. This is a key interface role between the development and projects teams at Open Medical, as well as interfacing with clients. The candidate will require strong organisational skills and technical understanding. This is a full-time role, based at our offices in Ealing Broadway, London.

The role is designed for someone who is committed to being at the forefront of tackling one of the great challenges in healthcare - digital transformation! As a programme manager, your role would typically involve overseeing the planning, execution, and successful completion of multiple projects within an organisation. You would be responsible for coordinating and leading cross-functional teams, managing resources, and ensuring that the programmes align with the strategic goals and objectives of the organisation.

It involves taking a leadership role in scaling the company's programme management and improvement of **coordination of activities and communication between product development/interface team and projects team.**

## What you will be doing;

- Lead multiple projects with ultimate accountability for project initiation, planning, milestones, execution and control (cost, time, quality and risk).
- Lead cross-functional teams, providing guidance and direction to team members. Assign tasks, set performance expectations, and manage resources to ensure successful programme delivery. Foster a collaborative and inclusive work environment.
- Line manage Project Coordinators, Project Managers and Senior Project Managers and oversee execution of all project activities.
- Understand client needs and commit to project scope and timelines, securing agreement to the plan from the project team and the client.
- Effective internal and external communication of technical aspects of the programme (integration scope and strategy, feasibility and timelines of technical requests).
- Monitor project progress and take proactive steps to resolve issues, ensuring timely escalation of critical project issues, presenting resolution options to ensure project timelines are maintained. Develop and deliver progress reports, proposals, requirements



# OpenMedical

documentation, and presentations.

- Identify and engage with stakeholders, both internal and external, to understand their needs and expectations. Develop and maintain relationships with stakeholders to ensure their support and involvement throughout the programme lifecycle.
- Identify, assess, and mitigate risks and issues that may impact programme delivery. Develop contingency plans and monitor risks throughout the programme lifecycle.
- Develop and manage programme budgets, including tracking expenses, forecasting costs, and ensuring efficient resource allocation. Monitor and report on programme financials to stakeholders.
- Develop and implement monitoring and reporting mechanisms to track programme progress and performance against established objectives and metrics. Prepare and present programme status reports to stakeholders, highlighting achievements, challenges, and recommended actions.
- Develop and implement change management plans to manage and mitigate resistance to change associated with the programme. Communicate changes to stakeholders and provide support to affected parties.
- Identify opportunities for process improvement and implement changes to enhance programme delivery efficiency and effectiveness. Foster a culture of continuous improvement among the programme team.
- Monitor quality assurance processes.
- Coordinate client downtime alerts in collaboration with the Client Support Team.
- Assist with creation of technical documentation / specifications.
- Determine and define clear deliverables, roles and responsibilities for staff members required for specific projects or initiatives.
- Hold regular project team meetings to determine progress and address any questions or challenges regarding projects.
- Provide training and development opportunities for team members to enhance their skills and capabilities, and promote their professional growth.
- Analyse, plan and develop requirements and standards in reference to scheduled projects.
- Ensure services and solutions meet required standards.
- Work with other team members to identify control gaps and implement improvements to address them in a timely manner.
- Support the Team with communication of technical product and integration aspects to the client.
- Assist Operations Director with management of operational issues.
- Participate in the Information Governance Training to ensure compliance with IG requirements.

## What we are looking for;

### Skills and Behaviours;

- Excellent oral and written communication skills, as well as being an active listener, able to



# OpenMedical

adapt to different audiences and stakeholders.

- Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines, maintaining composure at all times.
- Ability to multitask, work efficiently under pressure, and deliver to deadlines with strong planning and organisational skills.
- Excellent attention to detail, with a passion for producing high quality work.
- Able to identify potential issues, problem solve and escalate appropriately.
- Strong analytical mindset and critical thinking skills.
- Fast learner with a positive attitude who must enjoy being part of an office environment and working collaboratively in a fast paced team.
- Enjoy rolling up your sleeves and getting stuck in; our ideal candidate is someone who is happy with both oversight and delegation as well as doing the work required.
- Ability to maintain confidentiality and awareness of information governance requirements and data protection.
- Excellent understanding of technical terminology and systems integrations.
- Thorough understanding of cyber security principles, networking and data transfer.
- Problem solving skills. Ability to use tact and diplomacy to achieve objectives.
- Ability to manage multiple priorities, strong time management skills, attention to detail and excellent stakeholder management and interpersonal skills.

## Qualifications, Knowledge and Experience

### Essential:

- Demonstrable project and programme management experience (minimum 5 years)
- Previous experience handling various areas of systems integrations, strong technical knowledge
- Previous experience in software development environment (minimum 3 years)
- Demonstrated understanding of Project Management processes, strategies and methods
- Experience in development and improvement of processes
- Experience working in a high-level collaborative environment and promoting a teamwork mentality
- Experience in Google Docs Suite software including email, word processing, spreadsheet, and slides, and project/task management software eg. ClickUp
- Project management qualifications
- Multi-tasking and leadership skills
- Experience with regional/national projects

### Desirable:

- Previous experience in healthcare or health tech industry
- Previous experience in the NHS
- Bachelor's Degree in Computer Science / Software Engineering

## Additional Requirements



# OpenMedical

- Must be flexible and adaptable to working hours
- Driving licence or access to own car is desirable
- Proactively seek to learn and understand the business to better assist professionals and/ or clients
- Ability to maintain confidentiality and awareness of information governance requirements and data protection

## Benefits

- Holidays - 25 days per annum pro rata (plus National and Bank holidays)
- Bonus Scheme
- Private Health Insurance
- Cycle to Work scheme
- Salary: Dependent on experience

**This is a full-time role, based at our office in Ealing Broadway, London.**