



Job Title: Clinical Operations Lead
Location: Worthing Head Office/Hybrid
Reporting to: Chief Medical Officer
Hours: As per employment contract

About Bluecrest Wellness

Bluecrest Wellness, headquartered in Worthing, was founded to fill a gap in the private health checks sector for an affordable, convenient and accessible health assessment option which doesn't compromise on quality or clinical robustness. Their strategy, outlines a clear trajectory for Bluecrest's future endeavors. Grounded in comprehensive market insights, it delineates the company's position within the marketplace and identifies avenues for growth and development. Moving forward, Bluecrest seeks to evolve from a provider of one-off health assessments to a holistic wellness partner, dedicated to supporting clients' ongoing health objectives. Central to this transformation is a renewed focus on cultivating sustained relationships with clients, offering continuous health monitoring and personalised support.

Bluecrest's overarching purpose is to democratise health confidence, making it accessible to all individuals. Their ambitious vision sets forth a path to becoming the UK's premier health intelligence company, delivering vital insights to over a million people annually by 2028. To realise this vision, the company is poised to revamp its commercial model, introducing subscription services and next-generation products to drive sustained growth and customer engagement. Through innovative initiatives like the Bluecrest Health Confidence Report and the Health Confidence Index, Bluecrest aims to leverage its wealth of data to elevate brand awareness and contribute to a healthier society.

With a steadfast dedication to preventive care and continuous improvement, Bluecrest Wellness strives to create a world where fewer lives are lost to preventable illness, one empowered individual at a time.

Our Purpose

We exist to make health confidence accessible to all.

Our 5 year vision

By 2028, we will be the UK's leading health intelligence company, providing vital health insights to more than a million people every year

Our Values & Behaviours

 <p>OWN IT</p> <p>We take responsibility and are accountable for everything that we do individually or as a team</p> <ul style="list-style-type: none"> • I will have a "can do" attitude • I will seek, process and use constructive feedback to help get better outcomes • I will call out any behaviours of a blame culture to encourage personal responsibility • I will take time to reflect on the part I play in our results 	 <p>STRIVE FOR BRILLIANCE</p> <p>We pursue excellence through focusing on continual improvement and being our best</p> <ul style="list-style-type: none"> • I will engage when new ideas are required or sought • I will be proactive to identify and act in ways that can create improvements in what we do • I will always have customer outcomes in the forefront of any decision I make • I will seek and take action to improve my personal career growth 	 <p>PREPARE TO SUCCEED</p> <p>We look ahead and plan, whilst always having a clear goal in mind</p> <ul style="list-style-type: none"> • I will collaborate with the appropriate people to achieve the end goal • I will manage my time effectively by planning ahead and considering any impact on others • I will always seek support or guidance where needed • I will aim to be proactive in all my work 	 <p>EVERYONE MATTERS</p> <p>We value the importance of each individual we work with; colleague, customer or partner</p> <ul style="list-style-type: none"> • I will care about the views and feelings of others, providing support when needed • I will recognise other colleagues achievements through feeding back or engaging with recognition platforms • I will communicate effectively and in a kind way • I will be mindful of my social and environmental impacts
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About the role:

The Clinical Operations Lead for Bluecrest Wellness is a pivotal leadership role responsible for ensuring the clinical integrity, quality, and efficacy of the services provided by the Bluecrest team. The Clinical Operations Lead will work across the organisation to support excellent healthcare delivery, optimise patient outcomes, and promote evidence-based practices. The post holder will have a keen interest in preventative health and/or lifestyle medicine and work with the Chief Medical Officer on our strategy to become a lead provider enabling clients to live health confident with their personalised data. This position requires a strong clinical background with good leadership and communication skills.

Job Description:

1. Clinical Oversight:

- Provide clinical leadership and guidance to ensure the delivery of high-quality health assessment services
- Work with the CMO to develop and maintain sound clinical protocols standards, and procedures in accordance with industry best practices and regulatory requirements
- Deputy Safeguarding Lead for clinical safeguarding within the organisation.
- Review and evaluate clinical processes to identify areas for improvement and implement necessary changes, proactively point out where clinical safety or efficiency could be improved
- Support the Results team with day to day clinical queries, especially areas requiring clinical input to safety critical results and interpretation of results where needed, ensuring the highest clinical standards are maintained
- Liaise with our GP team regarding results interpretation and development of the clinical skills in interpretation of new tests
- Work with our GP team to provide them with useful information on our tests, why they are used ensuring they are equipped to offer the best advice and next steps

- Coaching and development of the Health and Wellbeing coaches to ensure they are supported to deliver the best service to our customer
- Serve as the primary point and lead for infection control initiatives within the organisation and work with the Operations Director in ensuring high infection control standards are delivered by Health Assessment Clinical teams.

2. Service Development:

- Support the Chief Medical Officer in Identifying emerging trends and opportunities in healthcare delivery
- Attend relevant sector events, and promote the activity of the business with key sector stakeholders
- Support the CMO in the regular review of clinical aspects around good communication to clients for example through the my wellness portal and other client based communications
- Provide clinical expertise to call centre staff and assist in developing improved signposting for customer testing based on need
- Lead on the development of enhanced clinical communications and updates to relevant teams throughout the organisation
- Support the development of our products ensuring they are aligned to the over strategy
- Work with product owners to ensure critical development timelines are met when clinical input is required
- Support our strategic partnerships team to ensure our B2B customers receive the services in line with our contractual responsibility

3. Quality Assurance:

- Work with the senior leadership team in the monitoring of quality and effectiveness of health assessment services through performance metrics and quality improvement initiatives
- Work together with the CMO and Head of Governance and Quality Assurance to ensure compliance with relevant regulations and accreditation standards
- Champion client safety and work with the Head of Governance and the CMO to ensure patient safety is paramount
- Work in partnership with the senior medical and operational leaders to address deficiencies or gaps in service delivery and implement corrective actions as needed
- Support the Service Delivery Lead in providing clinical input into testing processes and procedures

4. Collaboration:

- Promote a culture of teamwork, professionalism, and continuous learning within the business aligned to our organisational values
- Working in partnership with the Corporate team, the Clinical Operations Lead will ensure MI reports are produced on time and include data relevant to the partner being served
- Working in partnership with the Corporate team and CMO the Clinical Operations Lead will attend key partner meetings, support the creation and delivery of webinars/presentations and listen to partner feedback to enable effective evolution of the service
- Support the liaison with our external clinical partners ensuring appropriate and timely communications and delivery of excellent clinical responsiveness

5. Clinical Governance:

- Serve as a key advisor on clinical governance matters, ensuring adherence to ethical standards, patient safety, and risk management principles
- Encourage an open learning based approach to significant incidents and lead on the clinical aspects of investigating any significant events and the subsequent dissemination of any learning to the organisation
- Attend the quality and compliance meeting to review clinical incidents, complaints, and adverse events, and implement appropriate interventions
- Support the Customer Services teams in providing a clinical review of complaints ensuring timely turn around and a client centred clinical approach
- Develop clinical narrative for SOP's, Policies and regulations of the company and other documents related to the company's health assessment activity

6. Professional Development:

- Support the professional development and education of staff through mentorship, training programs, and continuing medical education opportunities.
- Stay abreast of advancements in medical technology, healthcare policies, and clinical research to inform decision-making and promote innovation.
- Encourage a culture of lifelong learning and professional growth among clinical team members.

Key Skills

- Active registration with an appropriate professional body with a license to practice in the UK
- At least 2 years post qualification clinical practice
- Can demonstrate a sound clinical skill set
- Exceptional communication, written and presentation skills
- Evidence of ability to build and sustain effective partnerships with internal and external stakeholders and build credibility and good working relationships with colleagues
- Previous experience in a medical management and leadership role beneficial
- Able to attend and work from our Worthing Office at least 3 days per week
- Experience of interpretation of laboratory tests and understand the limitations and correct method of obtaining accurate clinical results
- Able to demonstrate expertise and a willingness to learn new skills and pursue learning in lifestyle / functional / preventative medicine
- Ability to read clinical research and interpret findings relevant to clinical practice
- Track record of delivering training and education to staff (desirable)
- Experience of a commercial environment (desirable)

Communication

- To liaise and communicate effectively with all staff and customers both internal and external.
- To communicate effectively with the customers and team members in a sensitive and professional manner.

Management

- To be actively involved in Bluecrest Health Screening audit and quality assurance programmes.
- To deal with complaints and difficult customers in a professional manner following the appropriate policy and escalation procedure as required

Training and Development

- To undertake any formal or informal training required to fulfil the needs of the post
- To expand and update your own technical and professional skills
- To participate in the appraisal/ revalidation system appropriate to your profession and skillset
- To participate in and fully contribute to team activities including multidisciplinary meetings
- To undertake all mandatory training in line with business policies including Health and Safety
- To undertake continuous professional development

Other Duties

- To be aware of and adhere to business policies.

Confidentiality

- During your employment you may have access to see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to customers and staff
- To comply with the Data Protection, Act 2018 you must not at any time use personal data held by the company for any unauthorized purpose or disclose such data to a third party
- You must not make any disclosure to any unauthorized person or use any confidential information relating to the business affairs of the company, unless expressly authorised to do so

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Equal Opportunities

- Bluecrest Health Screening has adopted an Equal Opportunities Policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.

Risk Management

- All staff has a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

Code of Conduct for Professional Group

- All staff are required to work in accordance with their professional group's code of conduct
- This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.
- Will require a willingness to be flexible, and the ability to adapt to the business needs as required.

Package & Remuneration

1. A competitive salary of £80,000 per year
2. Full time or 4 days plus clinical practice
3. Four free Health Assessments per year, which can be used by yourself, family or friends
4. A further 50% off any additional testing
5. 23 days annual leave, rising to 25 days after 1 year, and rising an extra day each year up to 28 days – plus bank holidays
6. Sophos@Home protection
7. EAP Scheme
8. Company sick pay scheme
9. Enhanced family leave
10. Life Insurance
11. Employee referral bonus scheme of up to £1,000
12. Matched company pension (up to 5% or up to capped amount)
13. Cycle to Work Scheme
14. Employee Charity Sponsorship Scheme
15. Discounted Gym Membership
16. Home office allowance – yearly allowance of £130 to make working from home more comfortable