



Job title	Occupational Health Operational Lead	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Human Resources	Location	Jubilee Campus

Purpose of role

The Occupational Health Lead is responsible for the operational management, performance oversight and continuous improvement of the University’s outsourced Occupational Health service. Acting as the primary operational lead, the role holder ensures the effective, compliant and consistent delivery of Occupational Health services across the University, for both staff and student populations.

The role provides independent oversight of service performance, contractual compliance and operational risk, using analysis of data, processes and stakeholder feedback to identify issues, challenge performance and drive improvements. The post holder applies professional judgement to resolve complex operational issues, balancing service delivery, risk, confidentiality and organisational priorities within defined governance frameworks.

Working across a broad stakeholder network, the role influences managers, HR colleagues and external providers to ensure consistent application of Occupational Health processes and to embed best practice. The role holder also contributes to service development, governance and financial assurance, supporting the University in achieving effective, value-driven and legally compliant Occupational Health provision.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Operational Contract Delivery</p> <ul style="list-style-type: none"> Act as the lead operational point of contact holding accountability for the day-to-day delivery and effectiveness of the outsourced Occupational Health service. Act as the primary operational point of contact with internal stakeholders across student and staff business units. Act as the primary operational point of contact with external organisations, such as undertaking bench marking with the Russell Group. 	25%

	<ul style="list-style-type: none"> • Monitor and evaluate service delivery against agreed SLAs and KPIs, identifying non-compliance, challenging performance, and ensuring timely resolution of issues. • Independently resolve a range of operational service issues, applying judgement to determine appropriate actions within contractual and governance frameworks. • Escalate significant service failures, risks or contractual concerns, providing clear analysis and recommended actions. • Work with the Occupational Health Manager to translate operational insight into service priorities and improvements. 	
2	<p>Performance Monitoring, Data & Reporting</p> <ul style="list-style-type: none"> • Monitor Key Performance Indicators (KPI's), service metrics and activity data. • Review effectiveness of KPI's and service data, liaising with internal and external stakeholders to continuously improve reporting mechanisms to meet the need of UoN. • Analyse complex service performance data, identifying patterns, trends, emerging risks and systemic issues. • Interpret and contextualise data to produce meaningful insights that inform operational and strategic decision-making. • Develop and enhance reporting mechanisms to ensure relevant, accurate and actionable information is available to stakeholders. • Proactively evolve the performance monitoring, data and reporting requirements to inform the wellbeing strategy. • Prepare information and summaries to support review meetings, briefings and internal reporting. • Lead on presenting performance themes and issues within service meetings, influencing actions and priorities. • Proactively contribute to the evolution of performance frameworks to support continuous improvement and organisational objectives. 	15 %
3	<p>Case Process Oversight & Escalation Support (Non-Clinical)</p> <ul style="list-style-type: none"> • Provide oversight of Occupational Health processes, ensuring consistent, fair and compliant application across the organisation. • Act as the first point of escalation for complex or non-routine issues, resolving where possible and preventing recurrence. • Apply analytical judgement to assess risk, confidentiality, and stakeholder impact in sensitive situations. • Identify and respond to issues with potential regulatory or legal implications (e.g. data breaches), ensuring appropriate escalation. • Challenge inconsistent or non-compliant practices to maintain service integrity and governance standards. 	15 %

	<ul style="list-style-type: none"> • Promote consistency and fairness in the application of occupational health processes. Influencing internal and external stakeholders appropriately to align with the values of UoN. • Escalate highly complex, sensitive, or high-risk circumstances to the Occupational Health Manager to resolve / investigate together. 	
4	<p>Stakeholder Liaison & Advisory Support</p> <ul style="list-style-type: none"> • Act as the central operational authority for Occupational Health processes, providing expert guidance across the University. • Influence managers and HR colleagues to ensure consistent application of policy, process and best practice. • Developing guidance, providing support to managers and HR colleagues to enable effective navigation of Occupational Health processes. • Manage expectations and address barriers, using professional judgement to drive adherence and improve engagement. • Build and maintain effective relationships with internal and external stakeholders to support service delivery and improvement. • Influence behavioural change and adoption of improved processes, particularly where practice is inconsistent or ineffective. 	15 %
5	<p>Risk Awareness, Governance & Compliance Support</p> <ul style="list-style-type: none"> • Identify, assess and monitor operational and service-related risks, implementing mitigation actions where appropriate. • Ensure compliance with data protection, confidentiality and regulatory requirements, particularly in handling sensitive health data. • Act on and escalate serious incidents or breaches, ensuring alignment with governance frameworks and statutory obligations. • Maintain robust records of risks, issues and actions to support audit, assurance and continuous improvement. • Analyse trends to inform proactive risk management and service development. 	10%
6	<p>Invoice Validation & Cost Monitoring</p> <ul style="list-style-type: none"> • Undertake detailed validation of invoices against contractual terms and activity data, ensuring accuracy, compliance and value for money. • Develop to systems of work to identify discrepancies, patterns of error or financial risk, leading investigations and corrective actions. • Analyse spends and activity trends to support forecasting and budget monitoring. • Challenge inaccuracies and work with stakeholders to ensure financial integrity and improved processes. 	10%
7	<p>Service Improvement & Process Development Support</p>	10%

	<ul style="list-style-type: none">• Identify opportunities for improvement through analysis of service performance, risk and stakeholder feedback.• Lead or coordinate implementation of operational improvements, ensuring effective delivery and measurable outcomes.• Develop guidance, processes and communications to support consistent and effective practice across the organisation.• Contribute operational insight to inform wider service development and contractual reviews.	
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Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Proven ability to scope, coordinate and deliver multiple complex operational activities managing competing priorities and adapting to changing demands. • Strong analytical capability, with experience of interpreting service performance data to identify trends, risks and improvement opportunities, and translating these into actionable insight. • Excellent communication skills, with the ability to interpret and explain complex or ambiguous processes clearly, tailoring approach to different audiences. • Demonstrated ability to influence, challenge and guide stakeholders to ensure adherence to policy, process and performance expectations. • Well-developed problem-solving skills, applying analytical and evaluative judgement to resolve non-routine issues within defined frameworks. • High level of accuracy and attention to detail, particularly when working with complex data, financial information and compliance requirements. • Ability to manage sensitive and confidential information appropriately, exercising discretion and judgement and escalating where required. • Ability to understand and interpret complex service requirements, contributing to 	<ul style="list-style-type: none"> • Experience of developing or using operational dashboards and performance reporting tools to support service monitoring and decision-making. • Experience of contributing to or presenting within service review or contract management meetings, effectively communicating performance issues and recommendations.

	service development and longer-term planning.	
Knowledge and experience	<ul style="list-style-type: none"> • Demonstrable experience of working within people-related or regulated service environments, such as HR, health, wellbeing or public sector services. • Understanding of data protection, confidentiality and information governance requirements, particularly in relation to sensitive personal data. • Experience of operating within frameworks requiring consistency, fairness, and risk-aware decision making. • Experience of analysing service performance and resolving complex operational issues, including identification of root causes and implementation of improvements. • Experience of working across multiple stakeholders and functions, influencing outcomes in the absence of direct authority. • Experience of scoping, developing and working within and interpreting defined policies, procedures and defined frameworks ensuring compliance and effective application. • Experience of contributing to or leading service improvement activities, using data and insight to inform change. 	<ul style="list-style-type: none"> • Experience of working within higher education or similarly large, complex organisations, understanding the challenges of operating across diverse stakeholder groups. • Awareness of quality standards and assurance frameworks relevant to Occupational Health services (e.g. SEQOHS), and their application in practice. • Experience of managing or working with third-party or outsourced service providers, including monitoring performance and addressing service issues. • Experience of financial monitoring, invoice validation, or cost control activities within a service environment. • Experience of contributing to service improvement initiatives, process redesign or operational change. • Exposure to cross-functional working, collaborating with areas such as HR, Health & Safety, or student services to deliver integrated services.
Qualifications, certification and	<ul style="list-style-type: none"> • Educated to A-level or equivalent (or equivalent) with significant 	<ul style="list-style-type: none"> • Relevant training or qualification in areas such as:

<p>training (relevant to role)</p>	<p>relevant experience demonstrating capability to operate at this level.</p> <ul style="list-style-type: none"> • Evidence of continued professional development such as; <ul style="list-style-type: none"> ○ operational service delivery, ○ governance / compliance. ○ Data analysis or service management 	<ul style="list-style-type: none"> ○ HR, wellbeing, health service management or public sector administration ○ Contract or service management. ○ Data analysis or performance reporting <ul style="list-style-type: none"> • Training in: <ul style="list-style-type: none"> ○ Data protection / GDPR ○ Equality, Diversity and Inclusion ○ Handling sensitive or confidential information in regulated environments
<p>Statutory, legal or special requirements</p>	<ul style="list-style-type: none"> • Ability to work in accordance with data protection legislation (UK GDPR) and confidentiality requirements, particularly in relation to health-related information. • Understanding of the importance of compliance, governance and risk management in a regulated service environment. • Ability to identify and respond appropriately to sensitive or high-risk situations, escalating in line with organisational frameworks. • Commitment to working in line with Equality Act 2010 principles and inclusive practice. 	<p>Willingness to undertake any required training relating to:</p> <ul style="list-style-type: none"> • Information governance • Safeguarding • University-specific compliance requirements



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



