

Role: Operations Coordinator

Medical Devices – Women's Health

About AGHealth

AGHealth is a privately owned UK medical device company specialising in women's health. We provide innovative products that make a genuine difference to the lives of women, babies, and the healthcare professionals who care for them — across both the NHS and private sector.

Our people are at the heart of everything we do. We're a dynamic, collaborative, and ambitious team, united by a shared mission to improve patient outcomes. At AG Health, you'll be trusted, supported, and encouraged to grow — both personally and professionally.

The Role

We're looking for a motivated, ambitious, hard working individual to join our operations team as an Operations Coordinator. This role is ideal for someone who has a minimum of 2 years experience in operations, supply chain, logistic coordination, procurement or IT operations. Experience in healthcare or an adjacent sector will be viewed as a bonus.

You'll develop and manage relationships with hospitals, clinics, and healthcare professionals. You'll be supported by experienced colleagues and will receive structured coaching and training to help you succeed.

Summary of Role

Reporting to the Operations Manager, the Operations Coordinator will provide hands-on support across back-office and logistics activities, with a particular focus on specific product lines and our third-party logistics (3PL) partners. This is a varied, fast-paced role with genuine scope to grow as the business grows.

Key responsibilities will include:

- Day-to-day liaison with 3PL partners on stock, dispatch and delivery queries
- Supporting stock maintenance, monitoring and replenishment communications for allocated product lines
- Processing and tracking orders, ensuring accuracy and timely fulfilment
- Maintaining accurate records across operational systems/platforms



- Supporting data entry, reporting and basic data analysis for the Operations Manager
- Assisting with document control and administrative tasks related to ISO9001 processes
- Acting as a day-to-day point of contact for internal operational queries
- Supporting efficiency improvement projects across the operations function
- Supporting ad hoc projects and process improvements as the team identifies efficiencies
- General back-office and administrative support as required

About You

We're looking for a rapid learner who thrives on picking up new processes and systems quickly, and who genuinely enjoys finding smarter, more efficient ways of doing things. You'll be naturally hyperfocused on efficiency — the kind of person who spots a clunky process and can't resist fixing it.

You'll be hard-working and eager, comfortable operating under pressure and against short turnaround times, and a creative problem-solver who takes ownership rather than waiting to be told what to do. You'll be confident using AI tools to speed up your own work and to help improve processes and systems more broadly across the business — this is an area we want to keep developing as a team.

The role will require client/3PL/conference visits and so applicants without a full, clean UK driving licence will not be considered. You should be comfortable driving as part of the role. You'll be based in London or the Home Counties, with a requirement to attend our Southwark office at least one day per week.

A minimum of 2 years' experience is essential and references will be required in order to proceed.

What We Offer

- A supportive, inclusive, and dynamic culture where you're encouraged to develop and grow.
- A structured onboarding and mentoring programme to help you learn and succeed.
- £25,000-£30,000 salary with performance bonus available.
- Personal development budget for training and professional growth.
- Flexible hybrid working – home and office.
- Additional perks: birthdays off, regular team socials, and modern London office space.



- After one year, eligibility to join our Partnership Programme, offering a profit-sharing scheme.

Why AG Health?

You'll be joining a business that values integrity, purpose, and innovation. Every member of our team plays a part in shaping the future of women's health, and we celebrate success together. This is more than a operations role — it's an opportunity to grow in your career and make a lasting impact on patient care.

For more information about our products, visit www.aghealth.co.uk

How To Apply?

To apply, complete the following steps:

1. Provide a comprehensive CV.
2. Provide a maximum 1 page cover letter outlining the reasons for applying and why your experience and personality would suit the role.
3. In no more than 350 words provide a written response to the following:

"It's 3:45pm on Friday. You get three near-simultaneous messages:

- 1. Your 3PL partner emails saying a delivery of a critical product line to a major NHS trust will be delayed until Monday due to a warehouse system fault — no ETA yet.*
- 2. Your Operations Manager is in back-to-back meetings until 5pm and unreachable.*
- 3. A clinic contact calls, audibly frustrated, saying they were told stock would arrive today ahead of a weekend clinic list.*

What do you do in the next 30 minutes, in what order, and why? What would you escalate, and to whom, if you couldn't reach your manager at all?"

