**JOB DESCRIPTION**

**JOB TITLE: OPERATIONS MANAGER**

**REPORTS TO: BUSINESS MANAGER& PARTNERS**

**HOURS: 37.5 hours per week over 4 days**

**Job Summary**

Provide leadership and management skills to enable the Practice to meet its agreed aims and objectives within a profitable, efficient, safe, happy and effective working environment.

**Job Responsibilities**

The post-holder will;

**Strategic Management & Planning**

* Keep abreast of current affairs and identify potential opportunities and threats to the Practice
* Contribute towards the Practice strategy and assist with formulating objectives and developing ideas for progression
* Contribute towards the Practice Business Plan and the implementation of aims and objectives
* Lead on the implementation of Practice projects

**Performance & Quality Improvement**

* To manage and support clear, accurate, effective data quality
* Awareness of national, local and practice quality standards for Chronic Disease Management (QOF)
* Awareness of national and local enhanced services
* Contribute towards the quarterly Practice Performance Report

**Financial Management**

* Authorise staff overtime and timesheets for payroll purposes with reporting to the Business Manager on a monthly basis on hours for payment as well as quarterly reporting on trends and themes to assist with staff planning
* Responsible for the safe, regular and correct handling of petty cash and patient income with reports prepared for the Practice Bookkeeper on a monthly basis

**Human Resources**

* Ensure colleagues are aware of the expectations of them
* Consider succession planning and develop robust plans to manage any vacancies
* Support and mentor staff, both as individuals and as team members
* Ensure that personnel records and maintained for all staff, to include all information relevant to their roles and to a high CQC level standard
* Ensure that all staff are legally entitled to work
* Maintain up-to-date HR documentation to include job descriptions, employment contracts and employment policies and procedures
* Monitor and evaluate the performance of the Practice team and individuals against objectives; identify and manager change
* Keep abreast of changes in employment legislation
* Co-ordinate cover in times of staff absence
* Oversee the recruitment and retention of reception and administrative staff
* Monitor and advise the Business Manager on reception and administrative staffing levels and skill-mix to ensure the Practice is operating within safe levels and that we are supporting and maximising the skills of this staff group
* Organise and oversee staff induction and training
* Arrange and hols regular staff reviews for non-clinical staff (informal 1 to 1’s and formal appraisals)
* Develop an ongoing and rolling strategy for non-clinical staff training on monthly EPIC afternoons
* Ensure that the Practice workforce data is continually updated for monthly extracts to the NHS
* Direct line management of Lead Receptionist and all Reception staff

**Organisation**

* Ensure that regular risk assessments are undertaken including (but not limited to) health & safety, disability access (physical, hearing & environment), fire, legionella and infection control, ensuring that there is a plan in place to manage any and all risks identified
* Daily review of the appointments system to ensure an even distribution of workload amongst the clinical staff, including home visits across the sites
* Ensure that daily tasks such as medication requests, correspondence, results etc are managed appropriately
* Ensure that regular reviews of all Practice policies and procedures are undertaken in conjunction with the administration team to make sure that these are kept in line with current legislation and meet CQC requirements
* Liaison with the Reception Lead regarding reception rotas both on a regular basis to ensure cover is in place and on an as needed basis to ensure appropriate staffing levels are in place throughout the standard week
* Submission of an accurate eDeclaration to the NHS on an annual basis

**Patient Services**

* Ensure service development and delivery is in accordance with local and national guidelines
* Ensure that the Practice complies with NHS contractual obligations in relation to patient care
* First port of call for patient complaints to be resolved in a timely and effective manner, dealing with these as per the Practice complaints procedure
* Annual evaluation of patient complaints to identify any common themes or trends for analysis at a clinical meeting
* Full organisation and implementation of the Practice flu plan including immunisation orders, clinic planning, co-ordination of staff and venues, ensuring that data entry is correct and timely and that claims are fully made for the vaccine and administration
* Routinely monitor and assess Practice performance against access and demand management metrics
* Management of the significant event process within the Practice, ensuring that these are logged in the correct manner, discussed within the appropriate Practice meetings and followed up as required
* Annual evaluation of the significant events to identity any common themes or trends for analysis at a clinical meeting
* Develop and maintain an effective and representative Patient Participation Group
* Development and implementation of an annual patient survey with results analyses for presentation to the Partners
* Collate, submit and analysis of the monthly Friends & Family Test data
* Develop and implement a Practice Social Media policy and presence
* Develop and oversee the Practice repeat prescribing system alongside the Lead Receptionist
* Adopt a strategic approach to the development and management of patient services

**Information Management & Technology**

* Keep abreast of the latest developments in primary care IT including DoH initiatives such as EPRs and disease coding, and regularly update the team
* Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
* Ensure that the Practice has effective IT data security, back-up, maintenance and disaster recovery plans in place
* Liaison with IT support to resolve hardware and software issues
* To provide support and training for current and future employees in resolving simple problems with PCs and printers
* Ensure that all members of staff are issued with NHS smartcards and have appropriate levels of access to IT systems within the Practice. This includes unlocking smartcards that users may have blocked by entering the wrong password or IT failures, arranging updates for cards and authentication of certificates on a regular basis.
* To maintain an equipment log ensuring that the CCG and Practice owned equipment is readily identifiable
* Audit and maintain confidentiality of information (both paper and electronic) within the Practice
* Develop and implement data security and handling policies and procedures in line with GDPR regulations
* Manage data security and handling procedures in line with GDPR regulations
* Maintain up to date privacy notices for patients and staff
* Conduct data protection impact assessments on any new or changed data process or system
* Submission of the annual data protection toolkit

**Estates & Equipment**

* Have a clear understanding of the telephone systems, daytime and out of hours
* Have a clear understanding of security systems, protocols and policies and ensure that all responsible staff understand their duties
* Responsible for the daily management of the premises, ensuring that issues are resolved in a timely manner
* Ensure that the Practice premises are properly maintained, cleaned and that adequate fire prevention and security systems are in place
* Implement and test disaster recovery procedures
* Oversee the cost effective purchasing of any equipment (clinical or non-clinical)
* Liaison with the Infection Control Lead to ensure that the Practice is meeting all statutory requirements at all times

**Other**

* Ensure that effective handovers between the Management team take place before periods of planned absence to ensure that the Practice continues to operate fully during those times
* Work professionally, flexibly and with a practical approach that is essential within the NHS climate of change
* Develop and maintain effective communication both within the Practice and with relevant outside organisations
* Ensure that the Practice is meeting all statutory obligations/requirements
* To lead by example, being diligent in work undertaken and identifying and proactively managing opportunities for improvements
* Effectively manage own time and workload
* Deputise for the Business Manager in their absence
* Cover for the other Operations Manager in their absence
* Represent the Practice at meetings as required

**Confidentiality**

In the course of seeking treatment patients entrust us with or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlines in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health and Safety**

The post-holder will implement and lead on the full range of promotion and management of their own and others health and safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual and the practice Infection Control policy and published procedures. This will include (but will not be limited to);

* Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management
* Maintain an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business.
* Using personal security systems within the workplace according to practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the boundaries
* Making effective use of training to update knowledge and skills, and initial and manage the training of others
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free form hazards, and initiation of remedial / corrective action where needed
* Actively identifying, reporting and correction of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
* Undertaking periodic infection control training (minimum annually)
* Routine management of own team / team areas, and maintenance of work space standards.

**Equality and diversity**

The post-holder will support the equality, diversity and rights if patients, carers and colleagues, to include;

* Acting in a way that recognises the importance of peoples rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights.

**Personal / professional development**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include;

* Participation in an annual performance review, including taking responsibility for maintaining a record of own personal and / or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Quality**

The post-holder will strive to maintain quality within the practice and will;

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the teams performance
* Work effectively with individuals in other agencies to meet patients needs
* Effectively manage own time, workload and resources

**Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to;

* Communicate effectively with other team members
* Communicate effectively with patients are carers
* Recognise peoples needs for alternative methods of communication and respond accordingly

**Contribution to the implementation of services**

The post-holder will;

* Assist with writing and applying practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

*Updated 16.07.2021 Rachel Procter*

I hereby agree to adhere to the above job description and any updated versions that may be provided to me in the future.

Name:

Date:

Signature:

Countersigned by Management:

Name:

Date:

Signature: