# Role Description

Job title: Operations Manager

Reports to: Partners

Hours: Full time (37.5 hours per week)

**Role Summary**

The operations manager role is to lead, co-ordinate and manage the day-to-day running of the Practice’s patient facing services and operations. This exciting and important management role offers the post holder the opportunity to be involved at the heart of a busy, challenging and fast-moving healthcare environment. The practice is shortly moving into new premises with 2 other practices. The move offers many opportunities to be creative in how we offer modern day primary care to our patient population. It will suit an experienced and self-motivated management professional who enjoys being part of a close-knit and friendly team.

This is an important and responsible position providing operational expertise and oversight to the delivery of services to patients. As the leader of the Practice’s support and administration team, you will be responsible for the everyday running of our patient services and the smooth operation of the practice.

Working closely with the Partners, this is a hands-on management role focused on ‘making things happen’. The remit is broad, requiring attention both to the nuts and bolts of managing fully compliant, high quality general practice administration through to operational leadership, working with experienced clinical and support staff.

With commitment to excellence at the heart of everything we do, you will ensure that best practice is followed in relation to professional, regulatory and clinical standards. You will work hard to meet the requirements of the partners, staff, patients and carers in relation to safety, quality, responsiveness and sustainability.

In partnership with the Partners, you will ensure that all our services comply with relevant legislation and help build a safe, healthy and collaborative working environment for the whole team.

**Key Responsibilities**

The following is a broad description of the overall responsibilities of this role but may be subject to change following discussion with the post-holder.

*Strategic Planning and Development*

* Work with the Partners to contribute to the development of an effective business strategy and implementation plan for the Partnership and the Practice
* Monitor and evaluate performance of the Practice’s services against agreed objectives
* Manage change in the organisation
* Attend Clinical Commissioning Group (CCG) meetings, Primary Care Network, Practice management group meetings and other local events as required.
* Support the ongoing development of teaching, training and education within the Practice
* Contribute to the marketing of the Practice and its services when required, in keeping with its values and ethos
* Support the evaluation of local and national NHS initiatives, making recommendations to the Partners and implementing these as necessary
* Continue to develop the Practice in a sustainable way and use resources efficiently

*Human Resources*

* Provide day-to-day leadership and management of the practice support and administration team
* Manage most day-to-day staffing, recruitment and HR issues in the Practice
* Utilise systems to manage staffing levels and staff work rotas across opening hours of the business
* Follow HR procedures in line with Practice policy and support the implementation of effective and lawful HR policies and processes
* Follow agreed systems for the resolution of minor disputes and grievances and proactively manage staff sick leave.
* Maintain up-to-date HR documentation, to include (but not limited to) job descriptions, employment contracts and employment policies
* Ensure staff receive effective induction and training, making sure that all staff are adequately trained for their role
* Promote an open, welcoming and supportive culture that continues to attract, retain, involve and motivate high calibre staff
* Foster a working environment for the whole team where innovation, enthusiasm and collaborative effort are valued and encouraged
* Inspire, support and mentor team members, both as individuals and as team members
* Acknowledge and praise exceptional performance and the team’s accomplishments
* Manage effective staff appraisal and monitoring, using agreed systems

*Organisational management*

* Support and organise team meetings and events as required
* Ensure all required policies, protocols and procedures are developed and implemented effectively across all operational areas, working with the Partners to review and update these as required in line with new legislation (e.g. CQC, Health and Safety law, employment law, Information Governance, clinical governance, etc.)
* Lead the operational implementation of these policies and procedures, supporting the Partners and other responsible staff to ensure this occurs effectively.
* Manage the operational delivery of any research and development projects and studies that the Practice may from time to time engage.
* Work with the Partners to ensure full compliance with CQC requirements and inspections
* Contribute to the business continuity plan and ensure that staff are adequately trained with respect to this
* Contribute to the organisation of medical education and training within the practice
* Cross cover of administrative and reception roles where necessary

*Systems and services*

* Ensure service development and delivery is in accordance with local and national guidelines
* Implement policies and procedures to ensure that the Practice complies with its NHS and other contractual obligations
* Implement registration policies and manage patient turnover
* Manage the implementation, maintenance and improvement of systems required to support key business functions, including (but not limited to):
	+ Human resources
	+ Education and training
	+ Repeat prescribing and medication management
	+ Appointments, recall and reminder
	+ Document management and workflow
	+ Telephony, email and online communication
	+ Information management
* Contribute to the monitoring and assessment of Practice performance against patient access, demand management, quality and other relevant targets
* Represent the Practice, when required, to community groups, commissioning groups or other agencies and stakeholders

*Information Management and Technology*

* Contribute to the development of the website, managing the operational aspects of any online services
* Keep up-to-date with the latest development in primary care IT and other systems that support practice management and the efficiency of the Practice
* Implement and follow policies and procedures to ensure the Caldecott principles and DPA requirements are followed
* Manage staff in the appropriate use of IT systems, ensuring they are appropriately trained and up-to-date and following required policies and procedures
* Manage the operational implementation of the Practice’s IT data security, back-up, maintenance and disaster recovery plans
* Liaise with the CCG/CSU or other agencies as necessary regarding system implementation and management
* Produce information and analysis of data to support and inform business development and service delivery

*Premises Management*

* Contribute to ensuring the Practice premises and equipment are properly maintained and cleaned
* Contribute to ensuring the Practice premises have adequate security and fire prevention/fire safety systems in place which meet all relevant regulations and ensure staff are properly trained in their use
* Implement and manage systems to the Practice premises meet all required standards for health and safety, access, security, infection control and any other statutory regulation to the satisfaction of any regulatory body or inspector

*Health and Safety*

* Promote and maintain the health, safety and security of all team members
* Implement and manage the Health and Safety policies and procedures, working with the Partners to:
	+ Identify and report the risks involved in all operational activities and implement strategies and policies to manage those risks
	+ Make effective use of training across the team to update knowledge and skills
	+ Ensure staff use personal security and health protective systems within the workplace according to guidelines
	+ Ensure staff use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
	+ Ensure effective systems are in place to identify, report and act on potential risks

*Equality and Diversity*

* Contribute to the implementation of equality and diversity policies across the business
* Support and promote the equality, diversity and rights of patients, carers and colleagues
* Act in a way that recognises the importance of people’s rights and is consistent with Practice policies and current legislation.
* Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behave in a manner which is welcoming to and of the individual, is non-judgmental and respectful

*Personal/Professional Development*

* Participate in any training programme implemented by the Practice as part of this employment
* Engage with annual individual performance review
* Keep personal records of professional development
* Take responsibility for your own development, learning and performance, mentoring and demonstrating skills and activities to others who are undertaking similar work

*Quality and safety*

* Contribute to ensuring the Practice delivers on its legal, statutory and contractual obligations as a business, as an employer, as a provider of healthcare services to the public
* Take responsibility for driving forward quality improvement, safety and quality assurance measures within the Practice, adopting a strategic and organised approach
* Alert other team members to issues of quality and risk
* Manage any corrective measures needed and ensure prompt and effective action is taken when problems, risks or non-compliance is identified.
* Assess own performance and take accountability for own actions, as well as the performance and actions of others
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Provide constructive feedback to others when required
* Effectively manage own time, workload and resources

*Communication*

* Champion the importance of effective communication within the team
* Communicate effectively with the Partners, staff and other team members
* Manage and negotiate complex issues sensitively and effectively
* Communicate well with patients and carers, in a friendly and appropriate manner
* Implement and manage systems for communicating new and changing knowledge to clinical and non-clinical team members
* Manage systems for responding effectively and sensitively to patient complaints and concerns
* Manage systems for responding effectively and sensitively to staff concerns and whistleblowing
* Recognise people’s needs for alternative methods of communication and ensure appropriate responses to these needs are provided
* Effectively organise, chair and facilitate team meetings as required
* Build strong relationships and networks with patients and other stakeholders

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# Person Specification

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| 1. Qualifications and checks |
| **Essential*** Five GCSE/O-levels or equivalent
* Evidence of continual professional development during working career
* Two references from current or former employer(s)
* Successful DBS and background checks (to be completed after provisional appointment)
 | **Desirable*** Educated to A-level or equivalent
* Educated to University degree level or beyond
* Recognised management or business qualification
* Recognised HR qualification
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| 2. Skills, Knowledge & Experience |
| **Essential*** Evidence of relevant organisational management and personnel management experience
* Evidence of project management and change management skills and experience
* Evidence of strong delegation skills
* Knowledge of employment law, health and safety law, risk assessment
* Prior experience of systems for managing HR
* Excellent communication and negotiation skills, including verbal and written English
* Excellent organisational skills
* Proficient use of common IT systems
* Ability to use own judgement, take responsibility, prioritise, use initiative, self-motivate and work flexibly
* Ability to work accurately and effectively under pressure
* Ability to respect, protect and maintain patient confidentiality at all times
* Ability to lead a team of staff and work as part of a team
 | **Desirable*** Experience in managing similar organisations at a middle to senior management level
* Experience of compliance with health & safety and other regulatory frameworks
* Experience of working within the UK health service
* Experience of IT systems used in NHS primary care
* Driving licence valid in UK
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| 3. Disposition |
| **Essential*** Ability to lead and manage a team
* A pragmatic and caring approach
* Willingness to learn new skills and develop own areas of weakness
* Collaborative team worker
* Ability and resilience to work effectively under pressure and prioritise tasks, including maintaining a calm demeanour when dealing with conflict
* Ability to think and work flexibly
* Understanding of and commitment to the values and ethos of the NHS
 | **Desirable** |

# Terms and Conditions

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| **Title:** | Operations Manager |
| **Salary:** | Competitive salary up to £30-40K pro rata (depending on experience) |
| **Pension:** | NHS pension |
| **Holiday Entitlement:** | 6weeks p.a. plus public holidays (pro rata) |
| **Training:** | Induction training will be arranged and opportunities for personal development will be supported where appropriate to the role |
| **Working Hours:** | 37.5 hours a week to be worked during the Practice’s core opening hours 8am- 6.30pm Mon-Fri (exact hours to be agreed with the Partners). The post-holder may also be required to attend the occasional evening meeting or other events that fall outside normal working hours. Participation in future extended hours requirements may be necessary. |

# Selection Process

Applications should be submitted electronically to adam.prewett@nhs.net/rachelallan@nhs.net and should include the following:

1. A covering letter explaining why you are applying for the role
2. An up-to-date CV

Closing date for applications: 30/6/2022

You must be able to show proof of your right to work in the UK if invited for interview and the successful candidate will be required to complete a Disclosure and Barring Service (DBS) check.

For any further information or to informally discuss the role, please contact: adam.prewett@nhs.net (07546825445) rachelallan@nhs.net (07812179868)

Short-listed candidates will be invited to attend the Practice for a face-to-face interview with the Partners.

The face-to-face interview may require the completion of assessment tasks relevant to the role.