**Kingswood Medical Centre**

**Operations manager: Job description & Person specification**

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| **Job Title** | Operations Manager |
| **Line Manager** | Practice Manager |
| **Accountable to** | Partners |
| **Hours per week** | 37.5 |

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| **Job Summary** |
| |  | | --- | | To manage and coordinate all aspects of practice functionality, motivating and managing staff, and optimising efficiency, ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment.  Through innovative ways of working, lead the team in promoting ED&I, SHEF, quality and continuous improvement, confidentiality, collaborative working, service delivery, learning and development and ensure the practice complies with CQC regulations. | |

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| **Mission Statement** |
| Our Surgery aims to provide excellent clinical care that is available, accessible, and efficient.  We recognise the benefit of good teamwork to achieve our aims, provide the best possible service to patients as well as appropriate reward and job satisfaction for the team. |

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| **Generic Responsibilities** |
| All staff at KMC have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at KMC must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At KMC, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role. |

The primary and secondary responsibilities for this role are detailed overleaf.

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| **Primary Responsibilities** |
| The following are the core responsibilities of the Ops manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.  The Operation Manager is responsible for:   |  | | --- | | * Overseeing the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities * Functional management of all clinical and administrative staff * Direct line management of all staff * Managing the recruitment and retention of staff * Establishing, reviewing and regularly updating job descriptions and person specifications * Developing, implementing and embedding an effective staff appraisal process * Implementing effective systems for the resolution of disciplinary and grievance issues * Maintaining an effective overview of and ensuring compliance with HR legislation * Ensuring all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively * Managing the complaint process * Managing contracts for services * Coordinating the reviewing and updating of all practice policies and procedures * Leading change and continuous improvement initiatives; coordinating all projects * within the practice * Adopting a strategic approach to the management of all patient services matters * Ensuring the practice maintains compliance with its NHS contractual obligations * Liaising at external meetings as required * Marketing the practice appropriately * Managing/supporting the management of the Patient Participation Group * Effectively managing the management of all complaints in line with current * legislation and guidance * The management of the premises, including health and safety aspects such as risk * Managing assessments and mandatory training * Managing the practice IT system, delegating staff to act as administrators * Ensuring compliance with IT security and IG * Implementing systems to ensure compliance with CQC regulations and standards * Deputise for the partners at internal and external meetings * Act as the primary point of contact for NHS(E), ICS, community services,   suppliers and other external stakeholders | |

The person specification for this role is detailed overleaf:

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| **Person Specification – Deputy Practice Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification |  | ✓ |
| AMSPAR Qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of working in a health care setting | ✓ |  |
| Experience of leading multidisciplinary teams |  | ✓ |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures |  | ✓ |
| Experience of workforce planning | ✓ |  |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience |  | ✓ |
| Experience of producing agendas and minutes for meetings |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Excellent leadership skills | ✓ |  |
| Strategic thinker | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| SystemOne user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Proven problem solving & analytical skills |  | ✓ |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence | ✓ |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.