

Suffolk Primary Care

Job Title: Practice Operations Manager
Salary: £40,000-£48,000 FTE
Hours: Full Time (37.5hours)
Location: Debenham including branch sites at Otley and Grundisburgh

Accountable to:
GP Partners and Locality Manager

Job Summary

As Practice Operations Manager, you are responsible for the effective and reliable day-to-day running of the practice.

You provide calm and reliable operational leadership, ensuring that systems, staffing and processes work well together and support safe patient care. You work closely with GP Partners, the Locality Manager and SPC shared service teams, managing matters locally wherever appropriate and involving others at the right time to maintain clarity and alignment.

Although your primary focus is the practice, you operate within the wider Suffolk Primary Care (SPC) structure and the broader primary care system. You are expected to work confidently and professionally across those relationships.

Your role is to create an organised, supportive environment in which clinicians can focus on patient care and staff feel clear about their responsibilities.

Key Responsibilities

Operational Leadership

You hold overall responsibility for ensuring the practice functions effectively and reliably on a day-to-day basis.

Working alongside clinical leads, the dispensary lead and administrative team leads, you ensure that:

- Access and staffing arrangements are organised and responsive to patient demand
- Staff rotas are coordinated fairly and sustainably
- Appropriate clinical and non-clinical cover is maintained
- Workflow pressures are identified early and addressed
- Core administrative and dispensary processes operate reliably
- Operational risks are recognised and managed appropriately

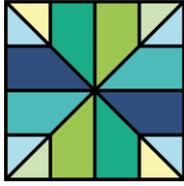
While day-to-day coordination of specific areas may sit with team leads, you retain oversight and provide guidance and support where needed. You are responsible for ensuring that the different parts of the practice work cohesively and consistently.

Working with Clinical & Operational Leads

You work in partnership with:

- The Lead Nurse and wider nursing team





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- The Dispensary Lead
- Administrative and Reception Team Leads
- GP Partners

You do not provide clinical supervision. Your role is to ensure that operational systems, staffing arrangements and administrative processes enable clinical colleagues to deliver safe and effective care.

This requires effective matrix working — respecting professional boundaries while maintaining clear operational structure and communication.

Working Across SPC & The Wider System

The practice is part of Suffolk Primary Care, and you will work constructively with:

- The Locality Manager
- SPC Finance, HR, Estates, Research, Training & Education and other shared service teams
- Other Practice Operations Managers across SPC
- The Primary Care Network (PCN)
- Commissioners within the ICB
- The Practices' Patient Participation Group (PPG)
- Other external stakeholders as required

You are expected to:

- Engage openly with SPC shared services
- Seek guidance where appropriate
- Represent the practice and SPC professionally in wider forums
- Support consistency with agreed SPC policies and standards
- Recognise when local decisions may have wider organisational or system implications

Communication & Professional Working

You play a central coordinating role within the practice and across SPC.

You are expected to:

- Maintain open and timely communication
- Share relevant information appropriately
- Contribute positively and constructively in meetings
- Support collective decisions once agreed
- Raise concerns or uncertainties in a timely and proportionate way
- Demonstrate calm, respectful and professional behaviour, particularly under pressure

You help create a working environment that feels organised, fair and psychologically safe.

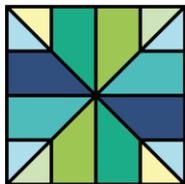
Financial Management & Sustainability

You play an active role in the financial stewardship of the practice.

Working alongside GP Partners, the Locality Manager and SPC Finance colleagues, you:

- Maintain awareness of the practice's financial position





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- Contribute to annual and in-year budget setting
- Work to mitigate emerging pressures or variances
- Support informed decision-making through operational insight
- Ensure routine financial processes are accurate and timely
- Understand the operational and financial impact of service changes, workforce decisions and investment proposals
- Ensure that significant expenditure, long-term commitments or material service changes are discussed appropriately with Partners, the Locality Manager and SPC Finance colleagues before commitments are made
- Balance service quality, workforce sustainability and financial prudence in your approach

You are expected to act prudently and treat SPC resources responsibly.

Business Planning & Practice Assurance

You play a key role in regular practice business meetings, contributing both operational perspective and forward planning.

You:

- Prepare or contribute to business meeting agendas and papers
- Provide clear operational updates and assurance
- Identify risks, pressures or improvement opportunities
- Support delivery of agreed priorities
- Contribute to service development discussions
- Help ensure that operational decisions align with financial and organisational frameworks

You recognise when local matters may have wider SPC or system implications and ensure these are surfaced at an appropriate stage.

Workforce & Team Support

Working alongside SPC HR and GP Partners, you will:

- Support recruitment processes at practice level
- Coordinate local induction arrangements
- Maintain accurate training and personnel records
- Conduct appraisals for team leads and provide structured development support
- Support Partners and clinical leads in maintaining consistent and meaningful appraisal processes
- Provide day-to-day leadership and guidance to team leads

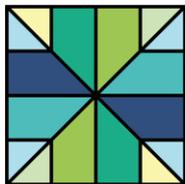
You provide structure and consistency across teams, supporting colleagues to deliver their responsibilities effectively. You contribute to a calm, respectful and supportive working environment.

Governance & Standards

You help ensure that the practice operates safely and in line with regulatory expectations by:

- Supporting CQC readiness and compliance





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- Ensuring complaints and incidents are recorded and managed appropriately
- Contributing to investigation processes where required
- Identifying risks and escalating appropriately
- Supporting audit and quality improvement activity
- Maintaining appropriate documentation

You are not expected to be a policy specialist, but you are expected to ensure that agreed processes are followed and that concerns are addressed at the appropriate level.

Judgement & Accountability

This role carries a high degree of operational responsibility.

You are expected to exercise sound professional judgement, recognising when to manage matters independently and when to involve Partners, the Locality Manager or SPC colleagues.

You take ownership of actions within your remit, follow through on agreed commitments and ensure that issues are addressed at the appropriate level and in a timely way.

Professional maturity, discretion and reliability are essential elements of the role.

Corporate Responsibilities

As a member of the practice and SPC team, you are expected to:

- Maintain strict confidentiality and data protection standards
- Follow health and safety and infection control procedures
- Support equality and diversity principles
- Participate in annual appraisal and ongoing development
- Handle information responsibly in line with legal and organisational requirements

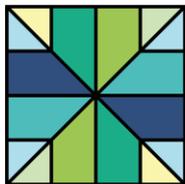
Other duties

You may be required to undertake any other duty that may be reasonable and commensurate with the pay tier

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 outlined in this Job Description, you will have access to confidential information relating to patients and their carers, staff and other healthcare workers. You may also have access to information relating to Suffolk Primary Care 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 Suffolk Primary Care may only be divulged to authorised persons in accordance with Suffolk Primary Care policies and procedures relating to confidentiality and the protection of personal and sensitive data





Health & Safety

You will assist in promoting and maintaining your own and others' health, safety and security as defined in Suffolk Primary Care's Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Suffolk Primary Care guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity

You will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Suffolk Primary Care 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-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

You will participate in any training programme implemented by Suffolk Primary Care as part of this employment, such training to include:

- Participation in an annual individual 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
- Monthly training sessions as necessary

Equal Opportunities

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures

Right to work

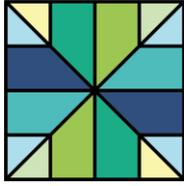
All applicants must have the legal right to work in the United Kingdom at the time of application and throughout the duration of employment. This includes holding a valid visa or immigration status that permits employment in the UK, if applicable.

Suffolk Primary Care is unable to employ or continue to employ individuals who do not have, or are unable to provide evidence of, their right to work in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).





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Infection control

You are expected to familiarise yourself with and adhere to Suffolk Primary Care infection prevention and control policies relevant to your role.

Governance, Risk & Compliance

As part of Suffolk Primary Care, you are expected to:

- Support the organisation's clinical governance framework
- Participate in quality improvement and audit activity where appropriate
- Identify and escalate risks in a timely manner
- Follow agreed policies and procedures
- Maintain continued professional development

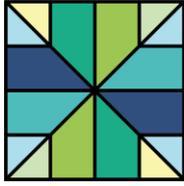
Information Quality Assurance

As an employee of Suffolk Primary Care it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Suffolk Primary Care requirements and instructions.

Freedom of Information

You should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and you are responsible for helping to ensure that Suffolk Primary Care complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.





Person Specification

Essential

- Substantial experience in an operational management role, including responsibility for managing staff and coordinating operational processes across a service or department
- Demonstrable ability to organise and oversee day-to-day operational activity within a complex working environment
- Strong organisational and prioritisation skills, with the ability to manage competing operational demands
- Ability to maintain oversight of multiple workstreams and ensure tasks are completed reliably
- Clear and confident written and verbal communication
- Good working knowledge of IT systems and digital tools
- Understanding of confidentiality, data protection and information governance
- Ability to exercise calm sound judgement and make balanced pragmatic decisions

Desirable

- Experience working within primary care or a healthcare setting
- Knowledge of SystmOne or similar clinical systems
- Experience in operational workforce planning
- Experience managing complaints, service issues or complex situations

Personal Attributes and Values

We are looking for someone who demonstrates:

- Professional integrity, discretion and sound judgement
- A calm and measured approach, particularly when managing operational pressures
- Reliability and consistency in following through on agreed actions
- Respect for professional boundaries and different areas of expertise
- Fairness and consistency in decision-making
- The ability to give and receive feedback in a constructive professional way
- A commitment to maintaining a positive and supportive working environment

This role requires someone who is comfortable taking responsibility for ensuring that operational processes run reliably across the practice and that staff are supported to work effectively.

