

# Person Specification: Operations Manager

Criteria	Essential	Desirable
<b>Education &amp; Qualifications</b>	8 GCSE's (or equivalent) at Grade A-C or 9-5 including English & Maths. Management qualification or minimum 3 years management experience.	Level 4 qualification in Management or Healthcare.
<b>Experience</b>	Experience managing people and operations in a healthcare, NHS or similar small enterprise setting. Experience of rota planning, workflow coordination and service delivery. Experience working with sensitive and confidential information.	NHS GP practice or PCN experience Familiarity with QOF, IIF and Enhanced Services.
<b>Skills &amp; Abilities</b>	Excellent organisational and prioritisation skills - Confident in decision-making and problem-solving - Proficient in Microsoft Office and practice systems (EMIS/SystmOne/Docman) - Strong interpersonal and written communication - Able to lead and motivate a team	- Experience of quality improvement or project management - Familiarity with CQC standards and NHS policies
<b>Knowledge</b>	- Understanding of the structure and challenges of NHS General Practice - Awareness of confidentiality, data protection, and safeguarding	- Understanding of clinical coding, SNOMED, or workflow optimisation
<b>Attributes</b>	- Flexible and adaptable - Calm under pressure - Committed to patient-centred care - Values teamwork and integrity	- Open to change and service redesign - Commitment to continuous professional development