



PCN Operations Director

Location and base	Hybrid, minimum 3 days in Maidenhead office
Job Type	Permanent
Salary	Between £65,000 and £75,000 depending on experience
Hours per week	37.5hrs Monday to Friday
Holiday entitlement	25 days per year plus bank holidays
Reporting to	Clinical Director

About Maidenhead PCN

9 Practices, 82,000 Patients

Maidenhead Primary Care Network (PCN) is a progressive healthcare organisation comprising nine practices serving 82,000 patients across Maidenhead. Operating as a limited company, we balance robust business management with healthcare excellence.

Role Purpose

The PCN Operations Director is a senior operational leadership role responsible for the day-to-day management, governance, and assurance of the Primary Care Network, reporting to the Board and commissioners and stakeholders. The post holder will ensure that the PCN operates safely, compliantly, and efficiently, meeting all contractual, regulatory, and statutory obligations.

Working closely with the Clinical Director and PCN Board, the PCN Operations Director will provide operational oversight, lead on corporate and clinical governance, ensure CQC readiness, manage DES and NHS contractual requirements, and oversee estates and facilities management across the network.

The role requires a highly organised, proactive leader with strong operational credibility, capable of translating strategy into delivery, maintaining effective controls, and supporting practices to work collaboratively at scale.

Key Responsibilities

Governance, Assurance and Risk Management

- Lead and maintain the PCN's governance framework, ensuring compliance with NHS England, ICB, and company requirements
- Act as lead manager for corporate governance, including policies, procedures, risk registers, and assurance reporting
- Oversee, maintain, and proactively review the PCN's complaints and incidents inbox, ensuring timely investigation, coordination of responses, identification of themes or risks, and escalation of significant issues to the Clinical Director and PCN Board
- Ensure appropriate information governance, GDPR compliance, and data protection arrangements are in place

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- Coordinate annual reviews of PCN policies, SOPs, and governance documentation
 - Support internal and external audits and ensure actions are tracked and delivered
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2. Board and Executive Support

- Act as board coordinator to the PCN Board, planning agendas, and recording accurate minutes
 - Ensure timely reporting to the Board on performance, risks, finance, workforce, and contractual compliance
 - Support the Clinical Director with governance advice and operational briefings
 - Ensure Board decisions are implemented, tracked, and reviewed
 - Manage relationships with external advisors where required (e.g. accountants, HR, legal)
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3. CQC and Regulatory Compliance

- Act as PCN lead for CQC readiness, supporting member practices with system-wide assurance
 - Coordinate PCN-level responses to CQC inspections, actions, and improvement plans
 - Support practices to align governance arrangements and evidence consistent standards across the network
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4. DES Contracts and Contractual Management

- Lead on the review, implementation, and ongoing management of the PCN DES Contract
 - Ensure all DES requirements, service specifications, and reporting deadlines are met
 - Oversee enhanced services, including claims validation, performance monitoring, and assurance
 - Maintain accurate records of contractual obligations and ensure compliance across all member practices
 - Act as the main point of contact for the ICB regarding PCN contractual matters
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5. Operational Management and Service Delivery

- Provide operational oversight of PCN-funded services and programmes
- Ensure effective planning, coordination, and delivery of PCN initiatives
- Monitor performance against key operational and contractual KPIs
- Resolve operational issues proactively and escalate where appropriate

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6. Estates and Facilities Management

- Lead on PCN estates oversight, working with practices to ensure premises are safe, compliant, and fit for purpose
- Coordinate estates-related risks, health & safety compliance, and statutory requirements
- Support planning for estates development, utilisation, and improvement projects
- Act as liaison with landlords, estates teams, and external providers where required
- Ensure estates considerations are reflected in service planning and workforce deployment

7. Financial and Resource Management

- Work closely with finance support to oversee PCN budgets, including ARRS and DES funding
- Ensure accurate financial reporting, claims submissions, and audit trails
- Monitor expenditure against budget and identify financial risks or opportunities
- Support the development of business cases and funding bids
- Ensure value for money and appropriate use of public funds
- Have an understanding of accounting software (e.g. Quickbooks)
- Oversee necessary invoicing for any services or projects delivered

Person Specification

Essential Experience

- Senior operational management in Primary Care or GP Practice
- Strong experience of governance, risk management, and assurance
- Experience supporting Boards or senior leadership teams

Desirable

- Working knowledge of CQC frameworks and regulatory compliance
- Experience managing NHS contracts, DES, or enhanced services
- Experience of estates or facilities management in a healthcare setting
- Experience working within a limited company or formal corporate structure
- Project or programme management experience

Key Competencies

- Highly organised with strong attention to detail
- Confident operating at Board and executive level
- Strong understanding of NHS governance and accountability
- Ability to balance operational delivery with assurance and compliance
- Credible, calm, and professional under pressure
- Treats all staff with fairness, dignity, and respect, regardless of role or background

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This job description is not intended to be a complete list of duties and responsibilities, but is a guide for information to the role. The job description will be periodically reviewed in light of the developing work requirements. The post-holder will be expected to contribute towards that revision.

All staff at this organisation have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards Equality, Diversity and Inclusion creates an 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

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

Confidentiality

This organisation 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 that all staff will always respect their privacy and maintain confidentiality.

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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.

Induction

We will provide a full induction programme and management will support you throughout the process.

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 in, and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care, and presenting and communicating information.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure. The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.