

JOB DESCRIPTION

Job Title:	Operational Manager
Responsible to:	Practice Partners
Responsible for:	All non-clinical staff
Salary:	£39k - £42k (dependent on experience)
Hours:	37 per week (with flexibility to work out of core hours)

Role: The coordination and management of the Practice under the direction of the partners.

Summary: The Operational Manager will have overall responsibility for the quality and smooth running of reception and service delivery in the practice. S/he will work at a strategic level and will be a coordinator of change or development, responsible for auditing work, analysing problems and presenting solutions. S/he will have major areas of work delegated to her and will have the authority to devise and implement streamlined protocols, systems and procedures.

Main Tasks and Responsibilities:

- Organisational
- Information Management and Technology
- Premises and Equipment
- Practice Development
- Communication
- Patient and Community Services
- Health and Safety

1. Organisational

- Overseeing the day-to-day operations of the organisation, ensuring staff achieve their primary responsibilities
- Ensure adequate resource and allocation of staff to provide cover and oversee staff rotas liaising with Department Heads
- Functional management of all clinical and administrative staff
- Line management of staff members where appropriate
- Responsibility for the practice meetings and training calendar is delegated to the IT and Admin Manager but you will attend and contribute to all relevant practice meetings both internally and externally

- Develop practice protocols and procedures relevant to your areas of responsibility, review and update as required
- Lead change and continuous improvement initiatives
- Liaise with the Administration and Business managers regarding achievement of QOF and contractual targets
- Ensure the organisation maintains compliance with its NHS contractual obligations and complete annual declaration
- Ensure that the practice has adequate disaster recovery procedures in place
- Overall responsibility for ensuring robust safeguarding procedures are in place

2. Information Management and Technology

Information Management and Technology has largely been delegated to the IT and Admin Manager but you will work closely regarding these areas with responsibility for specific areas

- Keep abreast of the latest development in Primary Care IT, including DoH initiatives
- Support the management of the clinical system, ensuring IT security and IG compliance at all times
- Our Data Protection Officer (DPO) is our designated Senior Information Risk Officer but you will be responsible for day to day oversight of all areas of information governance (IG) in the practice and completing contractual reporting requirements working with the IG Lead
- Motivate, support and monitor staff in the use of IT
- Ensure continuing registration with the Information Commissioner's Office

3. Premises and Equipment

- Manage the premises, including health and safety aspects, including fire, such as risk assessments and associated policies and procedures
- The Reception and Facilities Manager has delegated responsibility for some premises checks, routine management/maintenance and for arranging/liasing with contractors for approved work/projects
- Organise equipment maintenance schedules, recommend purchase of new pieces of equipment, monitor premises maintenance and cleaning services, maintain good order of premises and arrange necessary redecoration, repairs or replacement.
- Ensure compliance with local and national requirements for incident reporting, devise and maintain an incident recording system within the practice, attend all significant event meetings within the practice and ensure all action points are completed
- Ensure adequate premises security, test and review regularly
- Ensuring infection control procedures are in place in line with latest regulation and guidance, working with the Lead Nurse

4. Practice Development

- Coordinate production of practice development plans and reports, review contribution to national and local targets.
- Review clinical services with GPs, recommend and implement changes or extensions as agreed with partners.
- Coordinate the process of organisational audit under direction of partners.
- Assist the process of clinical audit with the Clinical Governance Lead
- Generate data as required by local clinical effectiveness plans
- Ensure compliance with QOF and Care Quality Commission standards.

5. Communication

- Ensure that appropriate formal and informal mechanisms operate within the practice and primary healthcare team to maintain effective channels of clinical and non-clinical communication.
- Participate in the Hereford Primary Care Managers' Group, Taurus and Clinical Commissioning Group meetings.
- Act as the first point of contact for the Primary Care Area Team and any other professional groups.

6. Patient and Community Services

- Adopt a strategic approach to the management of all patient services matters
- Monitor the production, updating and monitoring of practice information
- Effectively manage/support the management of all complaints in line with current legislation, guidance and practice policies, meeting contractual obligations regarding reporting
- Liaise with the extended primary health care team over clinics and health promotion activities, review and update service provision.
- Consolidate links with community organisations and other local resources, lead on any internal or external survey or review of patient satisfaction
- Build upon current services to facilitate care continuity for patients

7. Health & safety:

The post-holder will implement and lead on the full range of promotion and management their own and others' health, safety and security as defined in the practice Health & Safety policy and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a

system of observation, audit and check, hazard identification, questioning, reporting and risk management.

- Maintain an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines, and ensure implementation across the business
- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business, creating and updating risk assessments
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, ensuring work areas are maintained in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
- Actively identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised
- Ensuring work areas and general / patient areas are generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other responsible managers
- Undertaking periodic infection control training

8. Primary Care Network (PCN) and GP Federation

Nunwell Surgery is currently part of the East PCN within Herefordshire and a member of Herefordshire General Practice (HGP), Taurus Federation .

- You will attend all Primary Care Network and East locality Manager meetings
- Oversee achievement of PCN performance against service specifications - day to day implementation of these targets has been devolved to the IT and Administration Manager and Practice Pharmacists (In-house and PCN) as appropriate
- Attend HGP meetings and oversee services provided by the Federation for the practice and PCN, eg Enhanced Access

Human Resources

The Business Manager will oversee the recruitment and retention of staff and provide a general personnel management service. You will:

- Liaise with the Business Manager to ensure an appropriate skill-mix and deployment of staff
- Participate in recruitment interviews where required
- Support and mentor staff, both as individuals and as team members.
- Identify needs for own development and training and ensure appropriate education to fulfil the Personal Development Plan

Finance

The Business Manager will have strategic oversight of all financial matters and be responsible for ensuring income is maximised and correct and approving and monitoring expenditure. She will maintain appropriate insurances.

This job description is not exhaustive and may be adjusted periodically after review and consultation. The post holder will also be expected to carry out any reasonable duties which may be requested from time to time, including working out of core hours.

Nunwell Surgery Person Specification – Operational Manager

Job Title:	Operational Manager
Recruiter:	Partners

Qualifications	Essential	Desirable
Educated to degree level in healthcare or business		✓
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 healthcare setting	✓	
Experience of managing large multidisciplinary teams	✓	
Experience of successfully developing and implementing projects	✓	
NHS/primary care general practice experience		✓
Relevant health and safety experience		✓
Experience of carrying out audits and presenting results		✓
Strong knowledge and awareness of CQC and requirements to be compliant		✓

Skills	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS user skills		✓
Effective time management (planning and organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving and analytical skills	✓	

Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	

Behaviours	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	✓	
Confidentiality		

Other	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check (enhanced)	✓	
Maintain confidentiality at all times	✓	
Full UK driving licence	✓	