

Job description and person specification

Job title	Operations Manager
Line manager	Practice Manager
Accountable to	The Partners
Hours per week	37.5

Job summary

To support the Practice Manager in all aspects of practice functionality, motivating and managing staff, optimising efficiency and overall performance, ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment.

To manage and coordinate all aspects of practice functionality, motivating and managing staff, patient services, premises and health and safety management.

Through innovative ways of working, support the practice manager leading the team in promoting quality & continuous improvement, confidentiality, collaborative working, service delivery, learning and development and carry out other duties as directed by the practice manager and Partners.

Primary responsibilities

The following are the core responsibilities of the Operations 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 Operations Manager is responsible for:

- a. Oversee and manage the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities, identifying areas where duties are not being met and supporting staff to achieve objectives, obtaining support from the practice manager where required
- b. Act as Line Manager to all medical administrators, alongside Practice Manager
- c. Provide leadership and guidance to all staff ensuring that they adhere to policies and procedures at all times
- d. Manage all aspects of the administrative staff rota, ensuring sufficient cover is in place for periods of annual leave, sickness and other staff absences, obtaining support from practice manager where required.
- e. Act as first point of contact for staff sickness, organising changes on the staff rota to ensure cover

- f. Support the administration of the GP rota and GP buddy system, updating the appointment system to reflect clinician leave and other approved absences
- g. Manage the practice administration complaints procedure, and supporting the practice manager on clinical complaints where required
- h. Support the practice manager and partners in the administrative elements of JQIF, completing audits and reports when required
- i. Oversee and support the Safeguarding Administrative duties, ensuring registers are kept up to date, acting as Safeguarding Admin Lead alongside practice manager
- j. Support the practice manager as required with projects, systems and procedures, and identifying where reviews may be required
- k. Supervise all medical admin staff, overseeing staff initial training and development, continuous and mandatory training updates, and providing guidance and direction where required
- l. Identify and support the delivery of team training where required, including leading weekly 'Buzz Meetings' with the staff, with Practice Manager support
- m. Review, implement and embed all non-clinical policies and procedures where required, identifying areas that need review/improvement to the practice manager
- n. Assist the practice manager in staff workforce and help identify areas of recruitment need
- o. Act as the lead for recruitment for administrative staff including pre-employment checks, organising and overseeing the staff induction programme
- p. Support the practice manager on implementing and embedding an effective staff appraisal process
- q. Implement and embed an effective practice and staff development plan for all staff (clinical and administrative) whilst maintaining a robust training record
- r. Support the practice manager in implementing effective systems for the resolution of disciplinary and grievance issues, maintaining an overview of staff welfare
- s. Lead the management of the clinical and IT systems, supporting day-to-day issues that may occur (utilising Nitel when required)
- t. Coordinate the liaison of all maintenance issues and call out requires, obtaining support and authorisation from practice manager where required and where ad-hock costs are involved
- u. Manage contracts for and highlighting issues with services i.e., cleaning, gardening, window cleaning etc.

- v. Oversee all stock and stationary ordering, ensuring staff who are responsible for stock are completing their duties to ensure adherence to the cold chain policy as necessary
- w. Act as building Fire Marshal

Secondary responsibilities

In addition to the primary responsibilities, the Operations Manager will be requested to:

- a. Deputise for the Practice Manager in their absence
- b. Support the coordination of the practice diary, ensuring meetings are scheduled appropriately for both internal and external meetings
- c. Attend clinical meetings, produce meeting agendas, and record the minutes
- d. Attend practice meetings where required
- e. Act as point of contact for government and community services and other stake holders in the practice managers absence
- f. Support the practice manager in the reviewing and updating of practice policies and procedures

Please see person specification on following page

Person specification – Operations Manager		
Qualifications	Essential	Desirable
Educated to A-level/equivalent or higher, with relevant experience		✓
GCSE English (C or above) and at least three others	✓	
Leadership and/or management qualification		✓
Experience	Essential	Desirable
Experience in managing and leading team	✓	
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
Experience of producing meeting agendas and taking minutes		✓
Experience of performance management, including appraisal writing, staff development and disciplinary procedures		✓
Experience of successfully developing and implementing staff training		✓
Primary Care general practice experience	✓	
Relevant health and safety experience		✓
Skills	Essential	Desirable
Ability to recognise opportunities to enhance service delivery		✓
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	✓	
EMIS user skills		✓
Effective time management (planning and organising)	✓	
Ability to implement and embed policy and procedure	✓	
Ability to motivate and train staff, enhance moral and maintain a positive working environment	✓	
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 'solution' 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 core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintain confidentiality at all times	✓	
Full 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 organisation