



Billericay Medical Practice

Operations Manager Job Description and Personal Specification

Job Title	Operations Manager
Accountable to	Practice Manager
Hours	Full time : 37 hours a week

Job Summary

We are seeking a motivated Operations Manager to join our supportive and high-performing GP Practice team. This is an exciting opportunity for someone with strong leadership, organisational and IT skills to contribute to the smooth running of the practice and help deliver high-quality care to our patients.

The Operations Manager will play a vital role within the management structure, assisting the Practice Manager in the day to day running of the practice.

The Operations Manager will be directly responsible for managing all the non-clinical teams and covering for the Practice Manager when they are out of the office.

In addition to this the Operations Manager will be responsible for the practice website and telecommunications system.

Mission Statement

We are a progressive and caring GP Practice providing a high-quality range of primary care services for a diverse population, with a focus on inclusion and equality.

Primary Responsibilities

The following are the core responsibilities of the Operations Manager. There may on occasion, a requirement to carry out other tasks, this will be dependent upon factors such as workload and staffing levels.

Job responsibilities :

Staffing and People Management

- Responsible for the day to day running of the reception, administration, secretarial and sifting teams as business dictate, including rota and annual leave planning.
- Ensure correct staffing levels for patient services, such as patient triage and telephone cover.

- Responsible for organising return to work meetings for all staff returning from sick leave.
- To set up all new employees via the NHS Portal
- To arrange DBS checks for all staff.
- Staff appraisals
- Liaise with the Practice Manager in planning induction programmes for new staff.
- Liaise with the Practice Manager in the writing and implementation of staff training plans.

Financial Management

- To provide cover in all aspects of practice finances, including payroll when the Practice Manager is not available.

Organisational

- First point of contact for all staff and patient issues
- Responsible for clinical appointment templates
- Responsible for triage staff templates
- To manage the reception, administration, secretarial and sifting teams.
- To use internal systems to book all staff leave requests.
- To liaise with the Practice Manager when staff cover is required.
- To be responsible for any day-to-day issues with the telephone system
- To assist the partners or Practice Manager in any reports or developments of the clinical system
- Responsible for setting up new users on all the IT platforms required for them to perform their duties. (SystemOne, ICE, TeamNet, etc).
- To attend any meeting that the Practice Manager cannot attend.
- To triage and answer the phone, if staff levels dictate.
- Ensuring the practice is CQC compliant.

Strategic Management and Planning

- Contribute to practice strategy, formulate objectives and research and develop ideas for future practice development.
- Work with the Practice Manager in planning and setting strategic targets.
- To undertake required ad-hoc projects requested by the partners or Practice Manager to meet the agreed aims.

Monitoring Practice Performance and Targets

To be aware of all Primary Care relevant targets and contractual obligations including:

- CQC
- QOF

- Monitor and evaluate performance of the practice team against objectives, identify and manage change.

Patient Services

- Manage and report on Friends and Family survey reports.
- To produce and report on regular patient surveys and questionnaires.
- Produce and report regular patient surveys.
- Prepare and report on surveys based on the national GPAC data.

Information Management and Technology

- To support the Practice Manager in the development of Teamnet.
- To be responsible for the creation, of templates, protocols and reports on the clinical system as the business dictates.
- To be responsible for the design and update of the practice website
- To be responsible for the design and update of the practice waiting room screens
- To liaise with the Practice Manager on the development of Teamnet and any other IT initiatives.
- To be responsible for the surgery telephony system, using the system to audit call data, identify peak times, and inform staff planning and service improvements.

Secondary Responsibilities

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

- Deputise for the Practice Manager in their absence to ensure that the practice functions normally.
- Act as the communication link between the management team and staff.
- Represent the practice locally as required.

Generic Responsibilities

All staff at the Billericay Medical Practice have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I create an environment where all individuals can 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 (SHEF)

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

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

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager.

Safeguarding

Billericay Medical Practice are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with our children and adults.

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 and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Billericay Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Billericay Medical Practice staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take their allocated leave and should be encouraged to take all their leave entitlement.

The person Specification for the Operations Manager

<u>Qualification</u>	<u>Essential</u>	<u>Desirable</u>
Educated to degree level in healthcare or business.		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management Qualification		✓
<u>Experience</u>		
Experience of working with the general public	✓	
Experience of working in a health care setting	✓	
Experience of managing large multidisciplinary teams		✓
Experience of performance management, including appraisal writing, staff development and disciplinary procedures		✓
NHS / Primary Care General Practice experience	✓	
Experience of chairing meetings, producing agendas and minutes		✓
<u>Skills</u>		
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.	✓	
Previously used SystemOne clinical system		✓
Effective time management (Planning & Organising)	✓	
Ability to network and build relationships.	✓	
Proven problem solving & analytical skills.	✓	

Ability to develop, implement and embed policy and procedure.	✓	
Ability to motivate and train staff.	✓	
Personal Qualities		
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.	✓	
Other Requirements		
Flexibility to work outside of core office hours.		✓
Disclosure Barring Service (DBS) check	✓	
Always maintains confidentiality.	✓	
Full UK 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 practice.