

JOB TITLE: OPERATIONS MANAGER

MAIN PURPOSE OF POST:

- To provide financial management and administrative support to the Practice Manager and Partners in the day to day running of the practice.
- To work closely with the Partners, Practice Manager and Assistant Practice Manager in the operation of providing a high-level primary care service.
- To ensure that the Partnership is compliant in all legislative and contractual requirements.
- Deputise in the absence of the Practice Manager on all operational matters, consulting closely with the Assistant Practice Manager and Partners.

RESPONSIBLE TO: The Practice Manager

Key Responsibilities:

Finances

- Support the Practice Manager in managing all aspects of payroll administration and the Partners monthly drawings.
- Support the Practice Manager in managing, administering, and reconciling all practice income and expenditure monthly, preparing and maintaining the practice accounts via QuickBooks (or other software).
- Liaise with the practice accountants on financial matters as and when required by the Practice Manager or Partners.
- Understand and keep up to date with the regulations in the GMS Contract and Quality Outcome Framework targets to ensure financial reimbursements are achieved.
- Ensure that submissions of all claims are made on a timely basis and check receipt of payment from the relevant commissioners.
- Arrange appropriate insurance cover for the practice.

Practice Operations

- Plan, co-ordinate and provide clinical rotas, monitor effectiveness of such rotas and ensure adequate cover for absence, for all members of the practice team.
- To assist the practice in implementing new policies and procedures to aid and improve practice organisation and provision of services to patients.
- Chair and co-ordinate agenda for all team meetings, writing and circulating the minutes to all staff.
- Ensure that the practice is fully compliant with CQC and HSE regulations.
- Along with the registered partner, be the first point of contact during CQC visits.
- Responsible for the ordering of office supplies.

- Assist the Assistant Practice Manager to ensure that all policies, procedures and COSHH documents are up to date and amended as necessary to meet the business requirements of the practice.
- Ensure that day to day maintenance of the premises is kept to a compliant level and that clear signage, cleaning requirements, COSHH, fire and security maintenance alongside associated Health and Safety responsibilities are undertaken.
- Arrange annual PAT testing and service and calibration of equipment.
- Maintain all staff training records and to ensure that all mandatory training has been completed.
- Ensure that the practice has adequate disaster recovery procedures in place.
- Create, maintain, and publish the practice patient information booklet.
- Undertake projects assigned by the Practice Manager.

Information Management

- Monitor and update the practice website as appropriate.
- Ensure that all of the practice computer systems and third-party software is fully operational and meeting the practice business requirements.
- First point of contact on all IT issues.
- In agreement with the Practice Manager or Partners, update, develop and implement systems and procedures to ensure up to date provision of services to patients.
- To maintain knowledge of General Data Protection Regulations (GDPR) and the Data Protection Act.
- To liaise with the clinical system trainers in developing reports, templates etc, to assist in the development and requirements of the practice.
- Undertake projects assigned by the Practice Manager.

Patient Experiences

- Deal with all enquiries from patients, relating to non-clinical matters, effectively and efficiently to promote patient satisfaction.
- Participate in the planning, development, and implementation of patient surveys on a regular basis throughout the year.
- Maintain the practice complaint procedures in line with the NHS requirements.
- Evaluate complaints received and consult with partners and staff as appropriate for investigation and response.
- Keep accurate records of complaints and comply with the annual complaints return as notified.
- Review practice procedures to reduce / eliminate possible legal action by patients.
- Hold regular complaints meetings with the whole practice team to discuss and learn from feedback from patients.
- Focus and enhancing patient satisfaction and engagement through effective communication and service improvements and by designing and implementing regular patient satisfaction surveys.

- Deputising when required, at Patient Participation Group meetings.
- Managing and publishing Friends and Family results.
- Undertake projects assigned by the Practice Manager.

External liaison.

Develop effective contacts with external organisations that relate to the provision of Primary care and patient services.

Work closely with any network that the Practice is either bound by legislation to or contract (i.e., Primary Care Network) or relies on for income streams to ensure efficiency in any processes that require implementation, monitoring, etc.

Maintain close contact with governing bodies where possible, to ensure that the practice administration and financial requirements receive due and fair consideration.

Other

Together with the Practice Manager and any partnership plan, develop and implement any changes necessary to meet new demands from internal or external sources.

Any other delegated duties considered appropriate to the post.

The above tasks are not exhaustive of the requirements of this position and the post holder will be expected to undertake such duties delegated by the Partners or the Practice Manager as and when necessary, in keeping with this level of position.