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**HAMBLE VALLEY HEALTH**

Recruitment of Operations Manager

Recruitment Pack

Operations Manager Vacancy

Thank you for your interest in this position. Enclosed is the information you will require to assist you in applying for the role.

To apply please can you submit your CV with a covering letter.

With respect, please no agencies.

Applications should be e-mailed to [hiowicb-hsi.hemcrecruit@nhs.net](mailto:hiowicb-hsi.hemcrecruit@nhs.net)

**Our closing date is 28th February 2025, but we will be interviewing as applications are received and will close and interview early if we have sufficient interest, so please submit your application asap.**

For an informal discussion please contact our Practice Management team Jennie Dock, Yvette Quayle or Leah Grandison on 01489 785 722.

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**Welcome Letter from the Practice**

Dear Applicant

**Operations Manager**

Thank you for your interest in joining the team at Hamble Valley Health.

The Practice is committed to delivering high quality patient care which requires us to have a supportive and cohesive team. One of our Practice Managers retires from the Practice in May, and we are looking for someone to work full time (37.5 hours) across 5 days. This role will be based at Hedge End Medical Centre, with travel to our other two sites. The salary will be commensurate with experience.

We are ideally looking for someone who is currently working as a Deputy Practice Manager, or as Practice Manager / Operations Manager in a smaller Practice.

If you are looking for a new role, we very much look forward to receiving your application.

The Partners

Hamble Valley Health

**The Practice**

Blackthorn Health Centre and Hedge End Medical Centre have merged and are now known as Hamble Valley Health. We have three sites: Blackthorn Health Centre in Hamble, Hedge End Medical Centre, and the ESP Primary Care Hub at the Lowford Centre.

Our list size is over 37000, and our patients are mainly concentrated in Hamble, Bursledon, Hedge End and Botley. Our aim is to provide high quality, accessible medical care to our patients, whilst maintaining a supportive and pleasant working environment for clinicians and staff.

We are part of Hampshire and Isle of Wight ICB, and offer General Medical Services to our patients.

We are a training practice, and take registrar doctors.

The practice has eight Partners. The current Partnership team is Dr Tomson, Dr Harris, Dr Cropley, Dr Graham, Dr Sonpal, Dr Shahsavanpour, Dr Yates and Dr McKenzie.

We employ sixteen salaried GPs, an ACP team of seven, three Visiting Paramedics, a Nursing team of fifteen, and a reception/admin team of seventy.

The practice uses Emis as a clinical system. We are paper light, so scan all incoming correspondence onto patient’s medical records.

**OPERATIONS MANAGER JOB DESCRIPTION**

**JOB TITLE** Operations Manager

**ACCOUNTABLE TO:** Partners

**HOURLY RATE:** Salary dependent on experience

**Job role**

Overseeing the day-to-day operations of the Hedge End Medical Centre site, ensuring staff achieve their primary responsibilities, with support from the management team, 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.

The Operations Manager will focus on the day-to-day operations of the Hedge End site, but will deputise for the Management team at the Blackthorn site when they are unavailable. Key processes are Confidentiality, Collaborative Working, Service Delivery, Learning and Development and promoting a positive working environment.

**Main Duties**

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.

**Human Resources**

* Be aware of current employment law legislation
* Take lead responsibility in staff appraisals. Organise recruitment selection and training
* Deputise for the other members of the Management team.
* Maintain the practice’s employment policies and procedures to comply with all relevant employment legislation.

1. Act as Line Manager to the Reception Team Managers and Admin Team Manager. Conduct appraisals and ensure effective and efficient working procedures are in place. Oversee the management of the reception and admin teams, and the non-clinical management of salaried GPs, ANPs and Practice Nurses.
2. In conjunction with the team leaders, evaluate, organise and oversee staff induction and training, ensuring that all staff are adequately trained to fulfil their role
3. Alongside the Management team, monitor skill-mix and deployment of staff
4. Alongside the Management team, support and mentor staff, both as individuals and as team members
5. Implement effective systems for the resolution of dispute and grievances which comply with current legislation.

## Financial Management

1. Support the Finance Manager in the online accounting system, and provide additional support on payroll and NHS Pension Scheme arrangements.

* Oversee electronic payments at the practice, the till and petty cash.
* Oversee the Data team with regards to Enhanced Services returns on a monthly, quarterly and annual basis. Monitor service level agreement and confirm correct payments received.

**Organisational**

* In conjunction with the Management team, convene meetings, prepare agendas, take minutes and ensure distribution of minutes as necessary.
* In conjunction with the Management team, develop practice protocols and procedures, review and update as required
* Ensure that practice premises are properly cleaned and that adequate fire prevention and detection and security systems are in place.
* Confirm that regular testing and maintenance of intruder and fire alarms has taken place. Arrange appropriate maintenance and calibration of practice equipment.
* In conjunction with the Management team, undertake an effective operational review of health and safety procedures within the practice and be responsible for effective security measures to protect the staff, practice members, patients and the general public.
* Manage the procurement of practice equipment, supplies and services within target budgets.
* In conjunction with the Management team, make sure that the practice has adequate disaster recovery procedures in place together with an up to date Asset Register.
* Maintain full and comprehensive insurance cover for the building and its contents, including public and employers liability.
* Ensure premises are fit for purpose. Develop and maintain a buildings repair and maintenance schedule to allow for the Partnership to plan for costs.
* Adopt a strategic approach to the development and management of patient services.
* In conjunction with the Management team, plan and deliver the Flu and Covid campaigns.
* Have a full understanding of the Quality and Outcomes Framework and in conjunction with the Management team ensure that standards are achieved. Oversee upload of organisational data onto the CQRS site by the end of the financial year.
* Keep abreast of new changes and opportunities in the NHS and produce workable solutions to liaise with the Partners.
* In conjunction with the Management team, ensure compliance with CQC.

### Information Management and Technology

* Confirm that the system is maintained in good condition and upgrades installed promptly. Ensure failsafe in line with Business Continuity is adhered to.
* Have an up to date understanding of practice IT and liaise with practice staff regarding its use and procedures.
* Be aware of and oversee the implementation of any new systems after discussion with the partners.
* Ensure adherence to the requirements of the GDPR, Caldicott Guidelines and Freedom of Information Act and maintain registration under the Date Protection Act.
* Act as Registration Authority Agent for the issuing of smartcards with correct user roles to all members of staff and partners. Keep information up to date. Ensure staff and partners comply with the Smartcard protocol.
* Oversee the Practice website ensuring that up to date information is available to patients and public.
* Act as Caldicott Guardian for the Practice. Ensure Senior Information Risk Officer is appointed and up to date with training.
* Comply annually with the Information Governance Toolkit.
* Act as IT support in the absence of the IT Support team.

## Practice Communication and Information

* Be aware of any CCG / Public Health / NHSE developments and inform the partnership.
* In conjunction with the Management team, organise and attend Partners’ Meetings. Take and circulate minutes arising from these meetings and ensure, in conjunction with the Chairman, that action is taken from matters arising.
* Receive any visitors to the Practice. Liaise with attached members of the wider team.
* In conjunction with the IT team and the Patient Experience Manager, regularly update the practice website.
* In conjunction with the Management team, run the Patient Participation Group, organising meetings, electing a chair, take minutes and distribute. Ensure good engagement and representation.

**Quality**

* In conjunction with the Management team and the Patient Experience Manager, implement the Practice Complaints Procedure.
* Deputising for the Patient Experience Manager, investigate all complaints thoroughly and keep the partners informed as necessary. Keep the complaints log up to date. Wherever possible, facilitate a satisfactory resolution of any complaint received. Keep all documentation on file.
* In conjunction with the Patient Experience Manager, regularly audit the complaints and make any changes necessary to systems or processes where a need for improvement has been identified. Liaise with the Quality Manager at the ICB as necessary.
* Discuss complaints with the relevant team as necessary.
* Ensure Datix is completed for any Significant Events by the whole team.
* In conjunction with the Patient Experience Manager, review Datix incidents. Arrange Significant Event meetings, inviting staff as necessary. Update Datix incidents and submit to Quality Team.

This Job Description will be reviewed periodically and may be amended according to the requirement of health care policies and job requirements. It is intended as a guide to the range of duties covered and should not be regarded as an inflexible specification and is not intended to be exhaustive.

**Role Experience, Knowledge and Skills Profile**

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Headings** | **Essential Criteria** | **Desirable Criteria** |
| Qualifications training required/ specialist knowledge | 5 GCSEs at Grade A to C or equivalent including Maths and English | IGPM Membership |
| Previous or relevant experience necessary | Knowledge of IT applications particularly Microsoft Office packages  Experience of finance and budgeting  Evidence of sound communication skills  Experience of writing contract tenders and bids  Experience of presenting information in numerous formats  Experience of day-to-day interaction with senior managers and stakeholders  Experience of working within a team within a busy office environment. | Experience of working in EMIS  Experience of searches in EMIS  Experience of CQRS  Experience with NHS Pensions  Experience of PCSE  In depth knowledge of NHS finances  Experience of using Quickbooks  Experience of working as a Practice Manager or Operations Manager  Experience of working as a Deputy Practice Manager |
| Aptitudes and skills required | Flexible and proactive approach to work  Can do attitude  Team player  Calm and friendly personality  High energy levels and commitment  Approach challenges in an open, constructive, professional manner  Ethical and honest  Professional demeanour  Discreet and confidential  Innovative and proactive with a solution orientated approach  Organised, methodical and disciplined  Demonstrable ability to maintain accuracy at all times  Able to communicate in a professional manner both verbal and written  Able to manage high volume workload and respond effectively to changing priorities without direct supervision  Develop strong working relationships with internal and external stakeholders  Excellent time management skills  Ability to maintain clear focus under pressure  Solid computer literacy and a high level of proficiency with Microsoft Excel and Word  Able to work in a busy office environment that often demands high levels of concentration, while coping with frequent interruptions  Logical and systematic in work processes  Skills for manipulating information  Demonstrates clear problem-solving capabilities in pressurised situations  Good analytical ability | Willingness to learn and develop  Prepared to undertake further studies to obtain management qualifications  Skills for manipulating information  Computer literate with an advanced working knowledge of Microsoft Excel and Word.  Ability to provide training, performance coaching and feedback to staff. |

**KEY DATES**

Closing date for completed applications is 28th February 2025, although the advert may close earlier as we will interview as we receive applications.