



JOB DESCRIPTION

Job Title: Operations Manager

Department/Team/Service: Corby Urgent Care Centre

Line Manager: Senior Operations Manager

Service Peer: Clinical Operations Manager

Hours: 40

Key Relationships:

Senior Operations Manager

Senior Clinical Operations Manager

Patient Safety and Compliance Lead

Group Executive:

Director of NHS Services

Head of Communications and Marketing

Board of Directors:

Medical Director

People Director

Information and Systems Director

Chief Executive Officer

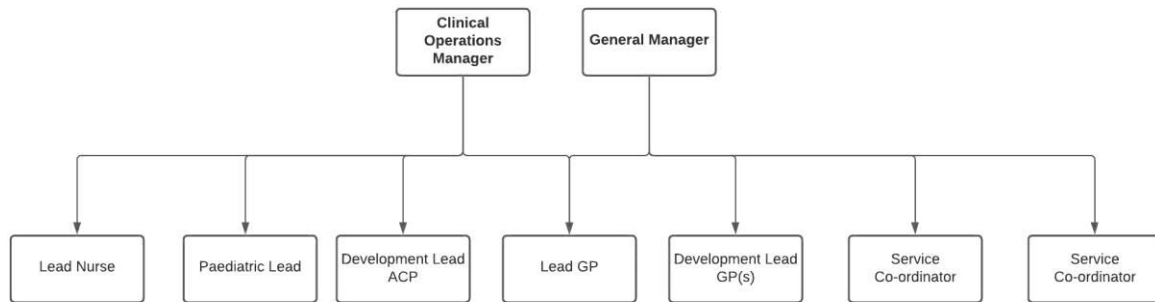
Job Purpose/Main responsibilities of role:

The post holder will co-manage the Corby Urgent Care Centre, the post holder will be responsible for the overall delivery of service, quality, financial and other targets as determined by the Director of NHS Services and supported by Senior Operations Manager.

Reporting to the Senior Operations Manager and in partnership with the wider Clinical Operations team and Medical Director, the post holder will be responsible for quality, business, workforce and financial planning, and will work closely with their team and the wider Group to support local and company wide objectives.

Corby Urgent Care Centre – Local Leadership Organisational Structure





1. Operational/ Main Responsibilities

- Working with the clinical and operational leadership at site, and with the national clinical operations team, the post holder will be responsible for the operational management of the Corby Urgent Care Centre and the leadership of local team in partnership with the Clinical Ops Manager
- In partnership with the Director of NHS services, Senior Ops manager and clinical ops manager, lead the performance of the service, providing regular reports to the Director of NHS services, and working within the Group's governance processes
- Take part in governance meetings and processes across the Group
- Supported by Service Coordinators, they will be responsible for line management of non-clinical teams
- Manage the performance of the Centre against key targets and measures
- Ensure that resources are deployed effectively and that robust processes are in place to support the provision of efficient, high quality, services
- Responsible budgetary planning, working with the Finance and Human Resources teams
- Management of delegated decision making, budgets and maintaining financial balance
- Ensuring Staff, Patient & Public involvement in service development
- Lead a culture of high quality and high performance, with high levels of communication and transparency, strong psychological safety and sense of support throughout the local team, with trusting, respectful and compassionate leadership at the centre
- Developing and sustaining capacity and capability in the Centre, and build a strong environment for learning and development
- Support the Clinical ops manager to ensure that the clinical activities are safe, of a high quality and appropriately recorded in order to maximise income opportunities related to service provision
- Responsible for ensuring robust processes are in place for patient care and administration ensuring income is received
- Leads the development of business cases whether for changes to service, new equipment or new posts
- Engaging on behalf of the Centre with internal and, external stakeholders; promoting partnerships and co-operative working and service development.
- Ensure business continuity and risk management arrangements are in place in the unit





- Work with the Clinical Quality Team to ensure complaints relating to services are managed within local and national standards and action plans are agreed, implemented and monitored to ensure learning within the service and wider Group
- Responsible for ensuring Serious Untoward Incidents or other serious incidents are reported, investigated, resolved and recorded in line with policy
- Ensure key performance indicators are met for the Service, pro-actively anticipating and highlighting any operating issues and deploying appropriate and timely strategies to resolve
- Deliver regulatory quality excellence ensuring compliance with all statutory regulatory bodies and company policies and procedures, responding to and acting upon any recommendations from the CQC
- Lead specific project work as directed
- Deputise for the Senior Ops Manager as needed
- Take part in the Senior Managers on call rota, ensuring that senior managers and clinicians within the service are supported at all times

2. Strategic

- Contribute to the delivery of Group's objectives
 - High Quality Delivery
 - Strong Reputation
 - Business Sustainability
 - Invested in People
 - Positive Growth
- Leads service planning and strategy within the centre, engaging with the Medical Director, Director of NHS Services and other corporate functions
- Ensures the involvement of patients, staff and other stakeholders in service planning and development including communicating major change to staff and other stakeholders
- Responsible for ensuring that local and national policies are properly and consistently interpreted and implemented within the unit
- Identifies and leads projects to modernise and improve service delivery and patient access. Ensure service is managed and supports the most effective patient pathways working with other services to secure a whole systems approach to patient care
- Contribute to Group wide policy and/or policy development

3. Leadership

- Line management of the centre's staff, ensuring staff feel supported, listened to, empowered and perform to a high standard
- Ensure regular and effective appraisal and personal development planning for staff who work in the centre
- Ensure that staff recruitment and development improves the capability of the overall team, promotes positive culture and protects staff from burn out, prioritising staff wellbeing
- Develop management capability within the team, providing supervision, coaching and mentorship to others and supporting managers in this process





- In partnership with the Senior Ops Manager and the Group's People team be responsible for ensuring that conduct, poor performance/capability and grievance issues are addressed within the service in line with the Group's policies and values
- Responsible for co-ordinating and maintaining the unit risk register and agreeing actions plans to manage risks
- Works jointly with the Clinical Quality Team and other clinical staff to ensure there is a clinical audit programme in place. Identify areas of practice that are to be subject to clinical audit in conjunction with the Medical Director and delegate appropriate resources to undertake this work

4. Knowledge, Training and Experience

- Proven leadership skills
- Educated to degree level and evidence of continuing professional development
- Evidence of successful operational management at a middle/senior management level
- Knowledge and experience of a range of management disciplines, including some of the following - finance, people management, commissioning, risk management, performance management, service improvement and change management
- Developed communication and facilitation skills
- Personal resilience and ability to prioritise work to meet challenging deadlines through effective time/workload management
- Experience of managing multi-stranded situations where there may be conflicts of opinions involving a wide range of stakeholders
- Ability to make judgements and decisions leading to resolution through effective negotiation/problem solving
- Strong analytical skills; literacy, IT and numeracy skills with the ability to produce a range of documents or presentations for a wide variety of audiences
- Demonstrates a sound understanding of NHS priorities
- Comprehensive knowledge of NHS
- Sound knowledge and understanding of developing and presenting effective business cases
- Understanding of Financial and Clinical Governance arrangements
- Understanding of relevant National Service Frameworks, NICE guidance and other governance initiatives and how they impact on the service
- Understanding of key Policies and Procedures e.g., HR/Risk Management/Clinical Governance
- Understand the local health system, future developments, commissioning, and contracting
- Understanding of management and structures across the Group

5. Key Behaviours

- Strong, inclusive leadership style, team building
- Ability to work under significant pressure and to demanding timescales
- Maintain systems for keeping abreast of changes in the NHS





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- Commitment to team working with the ability to take personal responsibility for difficult decision making
- Ability to deliver service redesign projects
- Understands system and Patient flow and can make the right decisions in a timely manner to ensure the safety and maintain the performance of the service
- Ability to monitor, maintain and improve service delivery
- Awareness of strategic direction and ensure local development plans take account of the overall direction of the service and the Group; proven track record in the development and delivery of clinical services

OMG mission, objectives and values

In these challenging times for the NHS....

We are working to deliver positive change within the healthcare sector, centered around the delivery of innovative high quality services and estate strategies; to improve health outcomes, access and experience for patients, and to enable healthier working environments with workforce development, retention and wellbeing of healthcare workers/our people at the heart of our journey.

Our Values are:

Putting People First

Working Together

Creating a Healthier Future

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.

