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| **Job Title** | Operational Manager |
| **Line Manager** | Practice Business Manager |
| **Accountable to** | Practice Business Manager |
| **Hours per week** | 25.5 |

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| **Job Summary** |
| To support the Practice Business Manager in all aspects of operational management and ensuring the smooth running of the Practice. The operational manager will take responsibility for all IT and clinical systems, QOF performance, claims processes including CQRS and will ensure all quality and outcome targets are met. The operational manager will also act as line manager for our Administration Team. |

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| **Mission Statement** |
| To provide high quality and friendly family health care. |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the operational manager. This job description does not represent an exhaustive list of duties and may be amended in light of practice and service changes and developments. 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 Operational Manager is responsible for:* Compliance.
* Technical infrastructure e.g. IT and telephone systems.
* Ensuring the practice meets its clinical targets.
* Management of back office and support staff and systems.
* Management of specific projects e.g. flu and covid vaccination program.
* Policies and Protocols.
* Confidentiality/Information Governance.
* Ad hoc non-clinical issues, processes, and responses.

**GENERAL** * The post-holder will need to become familiar with all functions of the Practice clinical system and applications, plus national and local quality standards for primary care/general practice.
* To undertake regular delegated tasks and special projects as delegated by the Practice Business Manager.
* As necessary, to attend any meetings as requested or on behalf of the Practice and undertake follow up action.
* Assist the Practice Business Manager in compiling and updating policies and procedures in all areas of the Practice.
* Ensure effective delegation where appropriate.
* Contribute to Practice strategy, formulate objectives and research and develop ideas for future Practice development and Confederation working.
* Assist the Practice Business Manager in the writing of business plans, where appropriate undertaking any research required.
* The range of work undertaken in providing management support will vary in detail in the light of changing demands and priorities within the Practice.
* Support the Practice and Practice Business Manager in maintaining its CQC Good rating whilst striving towards Outstanding.
* Liaise with the team in monitoring of the Quality and Outcomes Framework to ensure all targets are being met.

**ORGANISATIONAL*** Carry out audits and reports as required.
* Review processes and guidelines as required.
* Maintain registration policies and monitor patient turnover and capitation in collaboration with the reception team leaders.
* With the Practice Business Manager, oversee and manage effective appointment planning.
* Manage patient surveys.
* Provide first point of contact for patient advice and queries.

**INFORMATION MANAGEMENT AND TECHNOLOGY*** Be the first point of contact for IT issues within the practice. Work with systems suppliers and the Practice Business Manager to solve any problems.
* Advanced user (super user) of the Practice clinical system to enable intricate data analysis.
* Become proficient on the practice TeamNet (intranet) including ensuring staff are using it correctly and the content is reviewed regularly.
* Keep abreast of the latest developments in primary care IT and where appropriate inform the practice team.
* In conjunction with the Practice Business Manager, ensure that the Practice has effective IT data security.
* Organise, oversee, and evaluate IT training.

**CONFIDENTIALITY** * In the performance of the duties outlined in this job description, the post holder will have access to confidential information relating to patients and their carers, Practice staff or other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Communication**The post holder should recognise the importance of effective communication within the team and will strive to:* Communicate effectively with other team members, external agencies and organisations, with patients and carers and the Patient Participation Group (PPG) as and when appropriate.
* Recognise people’s needs for alternative methods of communication and respond accordingly.
* Respond appropriately to any Freedom of Information requests.

**Equality & Diversity**The post holder will support the equality, diversity and rights of patients, carers and colleagues, and will: * Act in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behave in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities, and rights.
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| **Person Specification – Practice Operational Manager** |
| **Qualifications** | **Essential** | **Desirable** |
| Good standard of education with excellent literacy and numeracy skills | X |  |
| Leadership and / or Management Qualification |  | X |
| **Experience** |  |  |
| Experience of working with the general public | X |  |
| Experience of working in a health care setting | X |  |
| Experience of managing large multidisciplinary teams |  | X |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures | X |  |
| Experience of successfully developing and implementing projects | X |  |
| Experience of workforce planning, forecasting and development |  | X |
| NHS / Primary Care General Practice experience | X |  |
| Relevant health and safety experience  |  | X |
| Experience of chairing meetings, producing agendas and minutes |  | X |
| **Skills** |  |  |
| Ability to exploit and negotiate opportunities to enhance service delivery | X |  |
| Excellent communication skills (written, oral and presenting) | X |  |
| Strong IT skills (generic) | X |  |
| Excellent leadership skills | X |  |
| Strategic thinker and negotiator | X |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | X |  |
| EMIS / Systmone / Vision user skills | X |  |
| Effective time management (Planning & Organising) | X |  |
| Ability to network and build relationships  | X |  |
| Proven problem solving & analytical skills | X |  |
| Ability to develop, implement and embed policy and procedure | X |  |
| Ability to motivate and train staff  | X |  |
| **Personal Qualities** |  |  |
| Polite and confident | X |  |
| Flexible and cooperative | X |  |
| Excellent interpersonal skills | X |  |
| Motivated and proactive | X |  |
| Ability to use initiative and judgement  | X |  |
| Forward thinker with a solutions focused approach | X |  |
| High levels of integrity and loyalty | X |  |
| Sensitive and empathetic in distressing situations | X |  |
| Ability to work under pressure | X |  |
| Confident, assertive and resilient | X |  |
| Ability to drive and deliver change effectively | X |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | X |  |
| **Other requirements** |  |  |
| Flexibility to work outside of core office hours |  | X |
| Disclosure Barring Service (DBS) check | X |  |
| Maintains confidentiality at all times | X |  |
| Full UK driving licence with class one business insurance |  | X |

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.