

JOB DESCRIPTION

Job Title:	Head of Operations
Salary:	£63,000 - £69,845 FTE
Hours:	Up to 37.5 Hours
Conditions of Service:	GPS Contract of Employment
Responsible to:	Chief Operating Officer

Statement of Purpose

The post holder will provide professional leadership for a large team taking responsibility for operational delivery of the practice / PCN. This is a high-profile and complex role which demands extensive relevant experience and a unique set of personal attributes to deliver in a fast paced, dynamic and agile setting.

The Head of Operations is responsible for leading and managing operational services for all 6 sites to provide safe and effective care for patients, meeting local and contractual performance indicators. They are directly responsible for:

- All front of house non-clinical services
- Medical secretaries
- Administration hub
- Non-clinical PCN Teams (such as the Health and Wellbeing Team)
- Contractual compliance

Main Duties and Responsibilities

Lead and ensure the achievement of key performance indicators (operational, contractual and quality) for the service.

Direct line management and mentoring of the Operations Manager, PCN Projects Manager & Contracts Manager.

Actively support the development and facilitate the implementation of audit programmes designed to enhance patient care and pathways across the practice.

Review and process data in relation to patient flow, service access capacity and demand, in order to support pathway development.

Influence strategy and service delivery internally and support the further development of the PCN.

To provide the highest quality strategic and operational leadership.

The postholder is expected to have significant experience of the core elements of management practice including budget oversight within area of responsibility, performance, and quality improvement and both line management and supervision of staff.

Reporting directly on the internal operations of GPS Healthcare to the COO as a member of the Senior Management Team.

Gather, analyse and report essential service performance information to the COO/Board & Senior Management Team.

Ensure the Operations Team delivers the most cost-effective resources to deliver services at the required levels of performance, safety and quality.

Work with the Human Resource Department and the Finance Department to improve and maintain processes and systems for workforce demand & capacity planning within the Operations Team.

Work with Senior Management Team colleagues to promote a culture based on shared values, mutual respect and the care and Health & Wellbeing of our staff and patients.

Managing information

Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.

Ensuring that patient data is kept confidential at all times and is shared on a need-to-know basis only.

Understand responsibility of self and others regarding the Freedom of Information Act.

Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.

Supervision, Education, Training & Development

Understands and demonstrates the characteristics of a role model to members in the team and/or service.

Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g., courses and conferences).

Assess own learning needs and undertake learning as appropriate.

Support and participate in shared learning across the wider organisation.

Undertake continual personal and professional development, taking an active part in reviewing and developing the role and responsibilities, and provide evidence of learning activity as required.

Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.

Undertake appropriate health and safety training to support safe working practice, including where appropriate, its management.

Security and Safety

The post-holder must always comply with the Practice's Health and Safety policies, by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.

The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).



Note

The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.



Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	<p>Experience</p> <p>Essential:</p> <ul style="list-style-type: none"> • Significant experience of leading large operational teams. • Operational Expertise: Extensive senior operational experience of managing multi-site operations. • Resilient, with the ability to work well under pressure and manage the pressure of a fast-paced environment. • Proven background of building positive rapport with a diverse range of colleagues and patients. • Significant experience of delivering against local / contractual targets. • In depth knowledge of operational processes to include performance management / delivery of change etc. • Experience in delivering service improvement. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of implementing digital initiatives • Experience of working in a primary care environment and knowledge of primary contracts to include: PCN DES / QOF / IIF. 	APP/I
	<p>Qualifications/Training</p> <p>Essential:</p> <ul style="list-style-type: none"> • Degree educated or relevant equivalent experience. <p>Desirable:</p> <ul style="list-style-type: none"> • Management qualification, e.g., NVQ Level 4/5, CMS, CMI Level 5 DMS or MBA. 	APP/I
	<p>Knowledge/Skills</p> <p>Essential:</p> <ul style="list-style-type: none"> • Ability to analyse data / identify efficiencies and make recommendations for change. • Ability to work independently as well as collaboratively within a team. • Proven ability to work autonomously and as part of a senior team. • Strong communication and presentation skills, with the ability to engage effectively with senior leaders. • Knowledge of CQC standards in general practice. • Demonstrate a practical understanding of risk assessment in relation to their areas of responsibility and to ensure safe systems of work are in place. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to influence at a wider system level to identify and utilise appropriate pathways / services for patients. 	APP/I



	<p>Behavioural Attributes</p> <p>Essential:</p> <ul style="list-style-type: none">• High level of work organisation, self-motivation and drive for performance.• Can demonstrate active listening skills.• Takes responsibility and accountability.• Demonstrates a positive attitude including suggesting solutions, participating, trusting, encouraging others and achieving expectations.• Is committed to the provision and improvement of quality service provision.• Is enthusiastic and decisive.• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.• Excellent communication skills, both verbal and written, to effectively interact with patients, their families and other healthcare professionals.• Attention to detail and strong organisational skills to manage patient records and documentation accurately.• Organisational and time management skills in a fast-paced environment is essential.	APP / I
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MEASURED BY KEY:

APP = Application form ASS = Assessment activities I = Formal interview will be used to measure the candidate ability to fulfill the duties of the role.

B. Ahmed

BA 04/11/2024

Note This job description and person specification conforms to the GPS Healthcare job evaluation standards and cannot be amended/updated without HR approval.