

Candidate Information Pack Head of Operations

November 2024



GPS Healthcare
General Practice Solihull

To provide high quality primary care services which improve the health and social care outcomes for the population of Solihull

Welcome to GPS Healthcare

I am really pleased that you are taking an interest in working with us at GPS Healthcare. I'm Simon Tunnicliffe and I have been the Chief Operating Officer since 2022, and I am proud to lead this great organisation.

Working in primary care is both challenging and rewarding. GPS Healthcare is on a journey of transformation in respect of how we deliver services to our patients. This is an exciting time to join us and we're looking forward to bringing new people along with us.

Our Vision matters: to deliver safe, effective and culturally responsive healthcare services, empowering individuals to thrive and communities to flourish.

As our new Head of Operations, you will be a member of the Executive Team, working alongside other fantastic leaders to deliver our strategic objectives. You will have the autonomy and accountability for delivery of our operations function, supporting our 40,000 patients to access primary care services. Your exceptional leadership qualities will enable you to meet high performance expectations and lead change to continuously improve efficiency in the way we work.

GPS Healthcare is a single practice PCN with six sites based in central/south Solihull. We are rated 'Good' by the CQC and collaborate with key stakeholders within the Integrated Care System to focus on local health needs and population health and improve the delivery of primary care services at a locality level.

This is a role for a visible and performance focussed leader who is able to build relationships and make a difference. We have a professional, friendly and supportive culture at GPS Healthcare, and you must not only share our commitment to delivering safe and effective care, but also our values. This is a great opportunity for someone with the right skills, experience and personal values to take up this significant role and I look forward to receiving your application.

Good luck.

Simon Tunnicliffe
Chief Operating Officer



Simon Tunnicliffe
Chief Operating Officer

Our Strategic Goals and Values:

Our Strategic Goals:

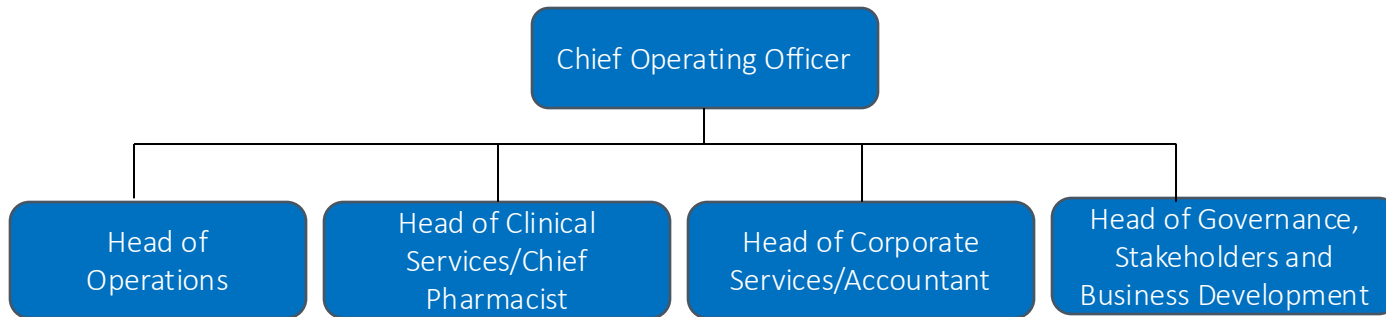
- Strengthen collaboration and communication.
- Develop proactive strategies to promote healthier lifestyles.
- Implement change based on feedback and evidence to meet established standards of excellence.

Our Values:

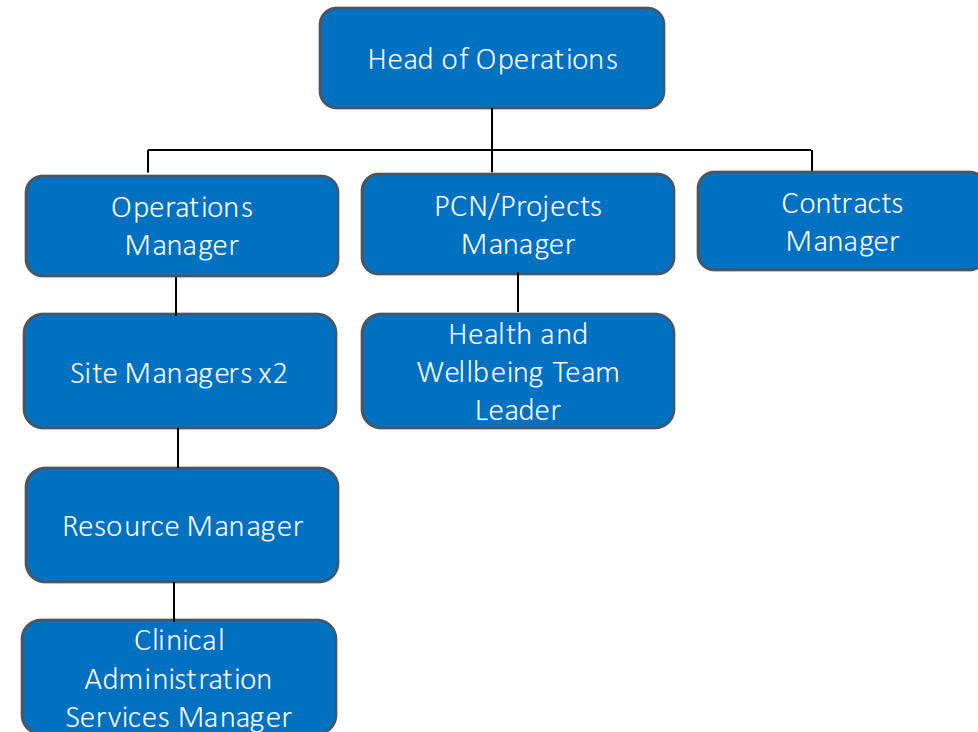
- CARE
- AGILE
- RESPECT
- EFFICIENT

Our structure:

Our Executive Team



Our Operations Team



What we are looking for:

We are looking for someone to provide professional leadership and manage operational services for our 6 sites, providing safe and effective care for our patients, meeting local and contractual performance indicators.

The post will be responsible for:

- All front of house services
- Access / rotas
- Medical secretaries
- Administration hub
- Non-clinical PCN teams (such as Health and Wellbeing)
- Contractual Compliance

The successful candidate will have extensive experience of management practice including budget oversight within their area of responsibility, performance, and quality improvement and both line management and supervision of staff.

What experience is required?

- Significant senior operational experience, leading large operational teams and multi-site operations
- Proven experience of building positive rapport with a diverse range of colleagues and patients.
- Significant experience of delivering against local / contractual targets.
- Resilient, with the ability to work well under pressure within a fast-paced environment.
- Experience in delivering service improvement.

Further information about the role can be found in the full job description.

What we can offer:

- An opportunity to lead a forward thinking and innovative Primary Care Provider
- Competitive salary £63,000 - £69,845
- Flexible working options
- NHS Pension Scheme
- Car Lease Scheme
- A professional, friendly and supportive culture

How to apply:

If you are interested in applying to be the Head of Operations with GPS Healthcare, please submit your CV and a supporting statement outlining how you meet the essential criteria and why you are interested in the role to humanresources.gps@nhs.net by 4 December 2024.

If you would be interested in finding out more about the role you can ask for an informal conversation with Simon Tunncliffe, Chief Operating Officer. Please email humanresources.gps@nhs.net to arrange this.

What can I expect if shortlisted:

If you are shortlisted and invited to attend for interview, the panel will be looking for evidence that your knowledge, skills and experience meet the criteria outlined within the Job Description and your suitability to become the Head of Operations.

We will use a number of assessment techniques throughout the process, these may include:

- Interview
- Presentations / Stakeholder engagement event
- References

All interviews will take place at our Tanworth Lane Surgery.

Recruitment Timetable	
Informal discussions	25-30 November 2024
Closing date for applications	4 December 2024
Shortlisting	5-6 December 2024
Interviews to be held	w/c 16 December 2024