JOB DESCRIPTION

## JOB TITLE: Operations Manager

**REPORTS TO: Practice Manager**

## HOURS: All Options Considered

**Job Summary:**

You will work in accordance with the practice agreed protocols and guidelines have the required level of training and competence to carry out the role. The post-holder will be responsible for the operational management of the practice, assisting and supporting the practice manager in the efficient and accurate delivery of medical services to patients.

To manage all IT systems and data quality issues, providing advice and guidance to all practice staff and service providers in the use of all IT systems used in the practice. To ensure data is accurately entered and reported in line with the Information governance policy and the GMS contract. Ensure that systems are in good working order.

You will lead the practice in developing the use of information technology to enable it to meet modernisation targets, maximise income and improve patient care.

**Main responsibilities:**

**Management**

* Provide full range of personnel management services, selection, supervision, appraisal, training, welfare, H&S procedures and delegation of work-loads for all members of the practice staff.
* To operate as a member of the management team with shared responsibility for the Practice in the absence of or alongside the Practice Manager
* Oversee the running of day to day functions of the team
* Contribute to production of practice development plans and reports
* Contribute to analysis and review of strategy within the practice
* Be aware of the importance of good employment practice and how this relates to the teams; monitor policies procedures against practice and/or external guidelines and report any problems
* Contribute to appraisal procedures for performance review
* Identify needs for own training and that of others; draw up and co-ordinate induction and training programmes for new staff

**Practice Organisation**

* Assist with the reviewing, updating and implementation of practice policies, procedures, protocols and systems throughout the practice.
* Oversee the claims process for work undertaken as part of national or local enhanced services and all national screening programmes. Providing reports, submissions as required and report any discrepancies to the practice manager.
* Manage the practice complaints process in line with NHSe policy
* Run searches and reports as required complying with contractual requirements and supporting practice audits.
* Assist with research as requested by research leads.

**Information and Management Technology**

* Act as practice administrator for the clinical system and co-ordinator for IM&T hardware and software issues.
* Lead on information governance requirements
* Ensure security of data in accordance with GDPR and to be aware of it’s importance and relevance to General Practice. Advise on upgrading or renewing as appropriate.
* Identify deficiencies of the current systems and contribute to the project management of an improvement and new systems
* Oversee the production of; practice leaflet, practice website and NHS Choices making the best use of IM&T resources and delegating where appropriate.
* Oversee the delivery of IT system training to all staff and service users
* To maintain awareness within the Practice of H&S matters, particularly regarding computer usage and to advise the Practice Manager accordingly. If necessary conduct a training programme for personnel with regard to this.
* Troubleshoot IT problems and identify solutions. Where appropriate, report IT faults to the relevant system provider.

**Important note**

This Job description reflects the duties we currently anticipate the post holder undertaking. However, as this will change over time, you will be expected to undertake tasks/duties required to maintain the efficient running of the Practice which may not be detailed on this Job description but which are commensurate with your grade and within your capabilities. Any permanent changes to this Job description will be made following consultation with the post holder.

**Confidentiality**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and 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.

**Health & Safety**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified.

**Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner, which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality**

The post-holder will strive to maintain and improve quality within the practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients needs
* Effectively manage own time, workload and resources.

**Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate.

This job description may need to be reviewed as the practice develops.

Accountable to: **Practice Manager**

I acknowledge receipt of the job description and agree to be bound by it.

Signed: ………………………………. Employee Date: ……………………

**Operations Manager Person Specification**

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| **Requirements** | **Criteria** |
| Ability to communicate effectively verbally and in writing with patients, staff, partners, general public and others | Essential |
| Ability to motivate self and staff | Essential |
| Ability to cope well under pressure and work to tight deadlines | Essential |
| Proven administration and time management skills | Essential |
| Excellent information technology skills | Essential |
| A strong commitment to the aims and values of General Practice | Essential |
| Commitment to equal opportunities initiatives and policies are developed, implemented and achieved  | Essential |
| Willingness to work flexible hours when necessary | Essential |
| Commitment to staff development and training | Essential |
| Proven staff management and team building skills | Desirable |
| Budget and financial planning experience | Desirable |
| Management qualification(s) | Desirable |
| Health sector background | Not Essential  |