

**Stockwood Medical Centre
Dr Byron and Partners**

Job title: Operations Manager
Accountable to: Business Manager
Hours: 25 hours per week

Job Summary:

Responsible for the day to day management and coordination of personnel, facilities and premises to enable all staff to provide an excellent service to patients.

- **All aspects of management of personnel to the practice, including recruitment, induction, rotas, leave, appraisal and Health and Safety compliance.**
- **Premises and Facilities Management, including usage, cleaning, security and repairs.**
- **Acquire understanding of all IT systems of the practice.**

Job Responsibilities:

ENSURING THE DAY TO DAY OPERATIONS OF THE PRACTICE

- Supporting team managers as required, acting for them if a crisis occurs in their absence.
- Deputise for the Business Manager in their absence whilst on leave, sick or attending offsite meetings, taking decisions within defined limits.
- Ensure good clear communication of day to day issues between all practice teams and throughout the practice.
- Taking absence calls from team leaders and making immediate arrangements to cover sickness/cancel appointments. – delegating to the team members as appropriate.
- Managing complaints and feedback – following complaints procedure of the practice.
- Record and manage the review of significant events, ensure results and learning points are communicated in line with practice policies.

HR RESPONSIBILITIES.

Overall People Management

- Coordinate and organise internal meetings, ensuring accurate and timely minutes are produced.

- Monitor sick leave and other unplanned leave for all personnel. Manage occupational issues arising from recurring or prolonged absence due to sickness.
- Oversee all planned absence and workforce planning on a day to day operational basis.
- Support and encourage personal development and job satisfaction, wellbeing in work for all personnel. Ensure all staff undertake statutory annual training. Appraise and performances manage team leaders.
- Manage conflict and mediation between individuals and support and work closely with team managers.
- Be responsible for staff welfare including social occasions.

Administration team management

- Line management responsibility for administration staff; secretaries, document management, clinical administration, summarisers and administrator.
- Appraisal and performance management of the administration team in line with practice's key objectives.
- Manage team rotas and absences to ensure staffing level is appropriate and any absence managed.
- To maintain and develop effective communication across the team.
- Ensure team tasks are completed in a timely manner to the appropriate standard.

Nurse Practitioner and Salaried GP Management

- Support the Business manager in the management of all GPs and Nurse practitioners, dealing with all HR facilities and other operational issues.
- Ensure all processes of annual professional training, accreditation and insurance are maintained.

Coordination of Rotas and leave management for GPs, Nurse Practitioners and other staff teams.

- Working with reception managers and treatment room lead manage leave for all staff ensuring it is coordinated to enable services to be maintained. This will include holidays, courses, study days, and planned sickness. Adjust levels of leave for changes to employment details for staff.

Recruitment and induction of new staff

- Manage the recruitment process for the practice – placing the advert, collating and evaluating responses in conjunction with the line manager, convening the

interview panel, inviting candidates and communicating the outcome ensuring appropriate records are kept at every stage

- Ensuring references and all relevant documentation is received before the offer is confirmed, including registration and DBS checks.
- Ensuring an induction plan is in place for the role including a timetable that includes core statutory management training, information governance, fire safety, health and safety and a guided tour of the premises.
- Coordination with IT Lead for access to all computer systems for the practice.

GOVERNANCE OF SERVICES and FACILITIES.

Health and Safety Compliance

- Act as the Health and Safety Officer for the practice.
- Coordinate with IT manager to ensure all health and safety policies and procedures are up to date and recorded on the intranet.
- Ensure risk assessments are undertaken when necessary and the assessment is logged and periodically reviewed.
- Ensure accidents are logged in the Accident Log Book. Organise First Aid training as required.
- Act as Fire Safety Officer conducting routine and ad hoc fire drills. Book Fire warden training as required.
- Ensure the security of the premises advising staff on actions to take if a breach or unauthorised visitor is found.
- Ensuring workstations are fit for use and staff have the equipment they need
- Ensure the cleaning up spillage policy is followed.

Monitoring and Reporting on Quality of Service.

- Acting as Complaints Manager, following the procedures set out in the Complaints Procedure. Recording complaints on the intranet, collating and preparing the annual report for review
- Recording significant events on the intranet, collating and preparing the annual report for review
- Reporting breaches to CQC, RIDDOR, CCG and NHSE as required
- Maintain and update Health and Safety policies as required

Premises and facilities management

- Maintain room bookings rota, ensuring all staff are accommodated.
- Maintain the surgery premises, organising repairs to the building and contents as required to maintain health and safety and infection control standards.
- Ensure access to rooms/cupboards is controlled as required and keys are stored in key safes.
- Managing the rubbish and clinical waste removal contracts

- Working with the Clinical administrator to ensure medical equipment is maintained and serviced
- Ensure the Practice has a Disaster Recovery Plan for all IT equipment and services, and communicate it to all staff

SUPPORT and COVER FOR THE PRACTICE FUNCTIONS.

Income Expenses and Practice Account

Gain understanding of practice income expenses and finance issues to be able to give support during periods of absence or sickness.

- Understanding the range of income received into the practice.
- Understanding use IRIS GP Accounts software record all financial transactions including all payments, petty cash, NHS income, other external income.
- Check supplier invoices for payment and clarify any queries.
- Be able to use all online banking facilities of the practice.,

IT Support

- Provide additional port of call for any in-house IT problems, if IT manager unavailable. Attempt to resolve simple problems personally, including printer and password issues.
- Escalate unresolved problems to the appropriate external organisation and maintain a log of such escalations, chasing resolution when necessary.
- Motivate, support and monitor staff in the use of IT. Organise, oversee and evaluate IT training.

PERSONAL QUALITIES and STANDARDS to MAINTAIN

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 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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