

Stockwood Medical Centre

Operations Manager

Person Specification

	Essential	Desirable
Education and Qualifications		<p>Qualifications in Management or Supervisory Management.</p> <p>Continuous Professional development</p>
Knowledge and Experience	<p>Significant and demonstrable experience of leadership and people management</p> <p>Experience in personnel issues, including recruitment, training and supervision.</p> <p>Experience of clerical and administrative work including setting up new systems and managing change.</p> <p>Experience of dealing with the public/patients</p> <p>Experience of working as part of a team</p>	<p>Experience of working in the NHS and Primary Care</p> <p>Knowledge of healthcare provision within Primary Care</p> <p>Knowledge of employment and health and safety legislation</p> <p>Able to use spreadsheets and / or Accounts package to run budget planning and management</p> <p>Understanding CQC standards.</p>
Skills & Abilities	<p>Good interpersonal and organisational skills</p> <p>Excellent communication skills including ability to listen, to discuss and inform clearly, ability to record in writing both clearly and accurately.</p> <p>Ability to persuade, motivate, influence and support staff and colleagues</p> <p>IT competence</p>	<p>Ability to keep informed</p> <p>Able to provide support and cross cover at most levels.</p>
Personal Qualities and Attributes	<p>Adaptable, innovative and forward looking</p> <p>Ability to think strategically with vision diplomacy</p> <p>Self-motivated with the ability to organise and prioritise own workload ability to delegate</p> <p>An ability to be flexible in meeting the day to day needs of the business</p>	

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