

Job Title:	Operations Manager	Job Category:	Primary Care Management
Location:	Beechwood Medical Practice	Salary Range:	See advert
Address:	Fishponds Primary Care Centre, Beechwood Road, Fishponds, Bristol, BS16 3TD.	Position Type:	Management – General Practice Ideally seeking full time hours
Responsible to:	The Practice Manager	Accountable to:	Beechwood Medical Practice Partners

Job Summary:

We are seeking to appoint an Operations Manager to assist in the management of our growing patient population and workforce.

You will work closely with the GPs and other healthcare professionals as part of our multidisciplinary team, based at our GP surgery premises in east Bristol.

Job Description

Principle Responsibilities:

Supporting the Practice Manager and Deputy Practice Manager in the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities and that appropriately trained people are in place at the right time to deliver our services effectively

Assist in the management of the staff and associated HR requirements

Primary Responsibilities:

The following are the core responsibilities of the Operations Manager. There may be on occasion a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels.

Ensure the Practice complies with Health and Safety, Fire, and regulation policies

Providing leadership and guidance to staff at Beechwood Medical Practice ensuring they adhere to policy and procedures.

Deliver comprehensive induction programme for any new staff, GPs or trainees

Oversee statutory training programme for all staff and GPs, ensuring all staff have relevant training and certification for their roles

Support the Practice Manager in the reviewing and updating of practice policies and procedures

Coordinating the organisation diary, ensuring meetings are scheduled appropriately

Support the Practice Manager with change initiatives

Implementing protocols to ensure the Practice is compliant with Information Governance/GDPR standards and evidence via the Data Security and Protection toolkit.

Maintaining register of data protection impact assessments and data sharing agreements: carrying out risk assessments before sharing information

Assist with training of users of Practice IT systems

Providing support to resolve local IT issues, good working knowledge of Practice IT systems

Monitor telephone system stats, interpreting data and making necessary recommendations

Supporting staff in extracting and interpreting clinical data

Participate in review of our Business Continuity Plan

Contribute to the various practice quality improvement projects and reflective learning

Providing advice to staff, and briefing the team at meetings as required

Assist in the management of complaints, resolving where possible and escalating where necessary

Monitor and control patient information sources including social media platforms and the Practice website

Act as a point of contact for building related enquiries and ensuring any building defects, are promptly reported and corrected.

Assist with the maintenance and updating of asset registers

Represent the practice locally as required

Lead on QOF/ Recall processes

Actively encouraging and promoting the use of patient online services

Personal Responsibilities:

To ensure an up-to-date knowledge of practice policy and procedures relating to this post

To attend relevant training courses as requested by the management team

Help the practice develop in a cost-effective manner, monitoring and using resources appropriately e.g. staff time, stock consumables, researching and making recommendations for replacement or new equipment

To have a working knowledge of the contents of the Staff Handbook

To have a desire to develop professionally and engage with opportunities for CPD. Engage with practice succession planning.

Assist in research and promotion of emerging AI technology

Make recommendations and initiate raising practice standards and service delivery

To always observe confidentiality

To always present and conduct yourself in a professional manner

To attend an individual development and performance review with the Practice Manager on an annual basis

To ensure an up-to-date knowledge of data protection issues relating to the post

To report and record all relevant incidents and accidents in accordance with the Health and Safety at Work Act and practice procedures

This job description is not exhaustive and will be subject to periodic review with the post holder