



Mendip Vale
Medical Group

JOB TITLE: Divisional Director

REPORTS TO: Director of Operations

HOURS: 37.5 per week

Job Summary:

Working across all designated area sites the post-holder will provide the operational leadership and management skills to enable the Mendip Vale Medical Group (MVMG) to meet its agreed aims and objectives within a sustainable, efficient, safe and effective working environment. Leading a wide and diverse team of managers and clinicians the post-holder will implement the delivery plan within their defined area in MVMG. Responsible for the overall surgery management and providing high level input the post-holder will be supported by the Executive team. The Divisional Director will motivate and inspire the wider team, ensuring the highest standards of customer service are delivered.

The Divisional Director will develop good working relationships with:

- Patients,
- Partners, Managers and the wider surgery staff,
- Key stakeholders across the whole of BNSSG.

Key Responsibilities:

- To develop and manage service delivery and patient care within their area in MVMG in line with organisational, local and national guidelines.
- Practice proactive, visible onsite leadership, working alongside Patient Service Manager and Surgery Managers, to oversee day-to-day operations of the defined area team.
- To provide knowledge of the operational and organisational requirements for service delivery and development to the Director of Operations.
- To identify, monitor, review and address operational issues across a defined area in MVMG.
- Engage and lead the managers to facilitate a collaborative, transparent, and knowledge-sharing environment.
- To embed relevant policies and procedures to maximise income across a defined area in MVMG in the safe, caring and effective way.

Other Responsibilities:

- To implement and manage performance targets, QoF and KPIs and ensure these are understood by all managers across a defined area in MVMG.
- To manage staff resources and daily work allocation of the teams within the budget set with the Director of Operations.
- To ensure all relevant employment policies are implemented across a defined area in MVMG.
- To ensure all staff appraisals, mandatory training and personal development plans are completed within the timescales set.
- To provide regular communications updates which are understood by the staff across a defined area in MVMG.



Mendip Vale
Medical Group

- To support complex complaints, concerns and incidents with clinical and operational personnel as necessary, providing the Director of Operations with information to resolve them in an effective and timely way.
- To monitor, and where appropriate embed, the organisation's governance and risk policies and procedures across a defined area in MVMG.
- To monitor, and where appropriate embed the quality strategy for MVMG, ensuring legal and CQC compliance.
- Visible and engaging leadership style aligned to the Groups values.
- To deliver effective change to both the service and the structure of MVMG in line with the business plan.
- To undertake any other duties commensurate with the post holder's role as agreed with the Director of Operations.
- Support training and events where appropriate for the development of the MVMG team the post holder is responsible for.
- Responsible for the induction of staff, ensuring that recruitment is in line with current business needs.
- To be responsible for initiating the disciplinary procedure in consultation with the Director of Operations.
- To oversee the delivery of services ensuring that there is fairness of workload and adequate availability.

Communication

- Able to confidentially utilise a full range of communication methods to disseminate information to large numbers of people.
- Able to confidently adapt communication style and content to reflect different type of people when making contact.
- Ability to receive highly complex, sensitive or contentious information and process appropriately; and where needed translate this information into a delivery message or plan for the wider team.
- Lead in positivity and effective working relationships with commissioners, other health care providers and other key health care providers and other key partners to support an integrated approach to high quality patient care.

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.
- Whilst performing the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, surgery staff and other healthcare workers. They may also have access to information relating to the Surgery as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, careers, colleagues, other healthcare workers or the business of the Surgery may only be divulged to authorised persons in accordance with the Surgery policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety

- Implement and maintain the standards required for the health, safety and security knowledge & understanding as defined in the MVMG Health & Safety Policy.
- Use personal security systems within the workplace according to guidelines.



**Mendip Vale
Medical Group**

- Identify and mitigate the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Make effective use of training to update knowledge and skills of the team and for your own personal development.
- Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Report potential & actual risks identified, prepare mitigation and action plans to minimise risk to MVMG, its patients and staff.

Equality and Diversity

- Be a lead in supporting the equality, diversity and rights of patients, carers and colleagues, and challenge behaviours that fall below the standards required.
- Lead in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Surgery procedures and policies, and current legislation.
- Respect the privacy, dignity, needs and beliefs of patients, careers and colleagues.
- Behave in a manner which is welcoming to an individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

- Participate in any training program implemented by MVMG as part of this employment.
- Identify personal development and training needs.
- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- Lead and support others with their training and development needs.
- Participate in continuing education to maintain a contemporary level of professional knowledge and skill.

Quality

- Strive to improve quality within their defined area of control.
- Assess own performance, ensuring competence, and being accountable for own actions, either directly or under supervision.
- Manage team members around issues of quality and risk.
- Develop, manage and contribute to the quality assurance process and 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 ensure the best care for the patient, referring to the Director of Operations as needed.
- Effectively manage own time, workload and resources, ensuring a presence on area sites at least four days a week.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services

- Embed relevant MVMG policies, standards and guidance to ensure compliance with national and local guidelines.
- Lead discussions with members of the team on how the policies, standards and guidelines will affect their work.



Mendip Vale
Medical Group

- Participate in audits & meetings where appropriate.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to can be found on the Practice Index system, or alternatively copies can be obtained from the Director of Operations.

Signed Employee _____

Print _____

Signed Line Manager _____

Print _____

Date: _____

Last updated: November 2025

Next Review: November 2026



Mendip Vale
Medical Group

Person Specification

	Essential	Desirable
Qualifications and Training	Education to Masters level or equivalent experience Evidence of continued learning/personal development in relevant field	Project Management PRINCEII qualification.
Knowledge and Experience	Previous evidence of Senior Management roles in both the NHS and commercial environment Experience in developing and leading services in an NHS environment Experience of developing and leading implementation of service delivery policies and procedures Evidence of up to date and relevant knowledge of Primary Care provision Good level knowledge of HR in the workplace	Experience of multi site leadership Experience of managing KPIs and setting business plans
Skills and ability	Ability to review complex data and reports, translating them into a service delivery plan Influencing and change management skills Ability to represent the organisation at an executive level Ability to prioritise tasks and manage competing demands on time, ensuring all deadlines are met. Excellent communication skills, able to communicate effectively across different levels Networking skills Experience of working in General Practice	Capacity to think strategically and plan for medium and long term objectives



Mendip Vale
Medical Group

	Experience of clinical IT systems (EMIS)	
Other requirements	Patient focused and compassionate about delivery of safe and effective care. Ability to demonstrate commitment to Mendip Vales ethos and values Resilient and flexible to meet service needs. Ability to travel to meetings in the interests of MVMG as required Ability to attend meetings outside core hours as required	