**Job Description & Person Specification**

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| Position: | Operations Manager | Division: | Leicester, Leicestershire & Rutland (LLR) |
| Location: | Leicester, Leicestershire & Rutland (LLR) | Reporting to: | Head of Operations |

Purpose of the Role

The post holder will support the Clinical Director, Head of Clinical Services and Head of Operations in the delivery of our In and Out of Hours service provisions across the LLR contracts. The post holder will provide operational leadership and line management to all non-clinical staff within UEC LLR Region ensuring that processes are in place to support the achievement of organisational goals, a culture of patient safety and high standards of service delivery.

The post holder will ensure the delivery of an effective and efficient service in line with commissioned contracts and will be committed to providing a quality focused service. The post holder will be integral in the future development and co-ordination of the contracts commissioned to DHU. As an integral part of the role is to ensure that service provision across DHU is of the highest quality and offers maximum effectiveness in meeting patients’ needs and expectations visibility will be required during the In and Out of Hours period.

The post holder will ensure the delivery of responsive, safe, high quality healthcare services, motivating and mobilising teams to ensure all performance and quality indicators in all contracts with our commissioners.

The post holder will attend and represent the core services performance at contracting meetings with the commissioners, and at other forums where required. The post holder is ultimately responsible for the day to day management of all divisional UEC operations including the Call Centre, Field Teams and clinic locations.

The post holder will be responsible for service, workforce and financial planning within his/her department and will work closely with other with the Executive Team, Senior Leadership Team, Managers and clinicians to support company-wide objectives.

The post holder will also work closely with the Head of Clinical Services; and other Senior Divisional Leads; to ensure a culture of continuous quality improvement, that builds on our areas of strength but also develops areas that require service development and quality improvement

Critical Success Measures

* Patients – Patient Experience Strategy. We ask our patients what matters to them, to improve their care experiences, transform our services, achieve high quality standards and realise the best possible health outcomes
* People – People Plan. We value our people through a ‘coaching culture’, offering staff engagement, wellbeing support, career progression and inspirational, visible leadership.
* Innovation – Transformation Strategy. We seek new ways of working with input from our people, patients and partners. Enabling improvement and investment in a stable and sustainable business.
* Collaboration – Partnership Strategy. We connect and integrate by working with others to deliver the best healthcare, treatment and results, prevent further ill health and improve wellbeing.
* Citizenship – Social Responsibility Strategy. We maximise the benefits and value of our social responsibility. Supporting good causes, offering employment and procurement opportunities, and lessening environmental impact.

Key Areas of Responsibility & Accountability

Key responsibilities include, providing visible and accessible leadership creating a climate where individuals understand their role and responsibilities including rota management and operational support to all colleagues engaged in service delivery, including days, evenings, nights, weekends, bank holidays (inclusive of Christmas and New year); ensuring positions on the rota meet financial modelling whilst ensuring patient safety, and adequate resources provide business efficiency, continuity and colleague satisfaction.

The post holder will actively seek and develop business opportunities within the healthcare community, presenting capabilities of the service formally to potential commissioners.

Performance of the Service

* To provide full support to the Senior Management Team to ensure services operate effectively and efficiently meeting contractual requirements
* Undertake responsibility for the management of all non-clinical staff
* To ensure that the service maintains operational efficiency at all times through correct allocation of staff whilst ensuring budget constraints are adhered to
* To support the development of policies and protocols and implement them, ensuring compliance with DHU Policies and Procedures and legislative requirements
* Pro-actively manage staffing requirements within DHU Operations and Clinical Services and ensure that needs are met
* Responsible for recruitment and selection, performance, appraisal and employment issues across the staff group
* Responsible for identifying and assessing the training needs of staff and the delivery and review of training programmes through the relevant DHU Corporate Services
* Identifies service delivery issues, requirements or areas of underperformance and takes the necessary action to resolve.
* Ensure the effective dissemination of information to staff
* To support capacity planning and resourcing to ensure capacity is appropriate to deal with all unscheduled care demands
* Responsible for the establishment of robust mechanisms that deliver continuous operational; service improvement; and contract performance monitoring. Takes action to address any areas of concern and underperformance
* Assumes delegated responsibility for aspects of the service budget to a level commensurate with the grade of the post, identifying and implementing efficiency savings
* Ensure contingency planning is undertaken and that the service is prepared for major and minor incidents
* Work with the Head of Clinical Services, GP Clinical Director and Head of Operations to plan ahead to ensure seasonal variations in demand are met and the service is prepared for bank holiday periods and emergency events
* Extract and interpret data and produce reports as required
* Proactively engages and builds relationships with the ICBs and key stakeholders to understand and identify potential opportunities for generating new business opportunity and improvements in patient satisfaction levels
* Maintain competence in respect of IT systems and programs to an advanced level as appropriate
* Work with the Governance Team in relation to adherence in all areas
* Building stakeholder relationships through meetings and performance
* Deal with matters raised under the complaints procedure/protocol and using the procedure/protocol when answering queries and complying with requests from the Complaints Manager for statements and information requests within the specified timeframe, i.e. 5 days for statements
* Is responsible for ensuring that business continuity plans are in place for operational services, and that teams are cognisant (relevant to their role) of their existence
* Ensure the provision of all necessary equipment and supplies across all locations
* Participate in an on-call / duty manager rota to provide leadership and management support to the service across a 24 hour, 7 day period.
* Any other duties appropriate to the grade of the post that may be reasonably required by an appropriate manager.

Management of Staff

* Keep the team fully informed of changes in relation to service delivery and duties including organisational policies, ensuring effective communication systems within the team, including chairing monthly staff meetings
* Provide cover for sickness, bank holidays, annual leave etc. for any associated member of the rota team
* Maximise the performance and development of direct reports including performing annual appraisals
* Provides regular briefings to staff communicating priorities. Builds effective relationships with colleagues at all levels through open communication and constructive feedback.
* Proactively manages good and poor performance and addresses grievance/disciplinary issues swiftly in accordance with organisational policies and procedures and with input from the People and Culture Teams

General Duties

* Perform and manage general administrative and clerical duties and maintain manual/computerised records as required by Senior Management
* Adhere to all procedures, protocols and other relevant memoranda as appropriate
* Management of the training for new members of staff within the department to ensure the maintenance of a high-quality service
* Attend training and meetings as and when required to do so
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984
* Adhere to Health and Safety Policy
* Maintain and ensure maintenance of a tidy work environment at all times
* Organise and prioritise effectively own work schedule and work schedule of immediate reports
* Be aware at all times of the financial impact of over resourcing and the operational/clinical effect to patients and staff of under resourcing, supporting the efficient balance between the two

Communications and Working Relationships

* Staff within DHU Health Care, related organisations and local GP surgeries
* Agencies and third party providers
* Clinical and managerial staff
* Clinical and other appropriate staff in local primary and secondary care services
* Staff within local authority Social Services
* Commissioners and stakeholders
* Urgent Care- and other related services within the local health economy

Any Special Conditions

* To complete Audits within the service when required
* Ensure that computer records are accurate
* Travel to other sites may be necessary in course of duties
* The post holder may occasionally be required to work out of normal office working hours
* Flexibility in hours and duties
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements
* Any other reasonable duties as required from time-to-time

Person Specification

The job holder will have;

Qualifications

* Educated to degree level or equivalent experience,
* Ideally Excel qualification Experience
* Previous suitable/management experience managing a large team including management and motivation of staff
* Previous NHS management responsibility and experience
* Previous experience of working with staff in a busy service environment
* Communication with a variety of people
* High level of computer experience (e.g. Word/Excel and other packages)
* Databases
* Rota management
* Change management Skills and Knowledge
* Excellent interpersonal/ communication skills
* Skilled in networking and negotiation
* Ability to manage change
* Delegation
* People Management
* Ability to use initiative
* Accurate record keeping
* Problem solving skills
* Effective time management – strong organisational skills
* Ability to maintain strict levels of confidentiality Job Circumstances
* Commitment to the role. Able to work unsocial hours including bank holidays
* Flexibility to meet service/rota needs.
* Be prepared to travel between different sites when required
* Full driving license Personal Qualities
* Flexibility in hours and duties
* To attend mandatory or professional development training as required
* To be available for annual appraisal
* Able and willing to travel to other DHU sites if required

Leadership Qualities

* Mediation, calming approach and ability to handle difficult situations
* Ability to earn respect and generate confidence in others
* A self-starter with the ability to manage self
* Inspire and influence others

Behavioral Skills -

* Compassionate – We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people and communities
* Accomplished – We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* Respectful – We recognise the value that individual and team differences bring – welcoming views, listening, being honest, and learning from others’ experiences
* Encouraging – We believe everyone matters, so we inspire confidence in others – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Safeguarding

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  |