# Job Description

**Job Title: Operations Manager**

**Based: Liverpool**

**Hours: 37.5, Monday – Friday**

**Salary: £40,000 to £45,000 per annum dependent on experience**

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| **Job Summary** |
| As a PC24 Community Beds Operations Manager, you will work as part of the wider Community leadership team, be collectively responsible for providing operational leadership across our Community Bed sites and contributing to overall service performance within our Community provision.You will be responsible for developing and managing key relationships with key Local Authority and NHS stakeholders, whilst also contributing to the efficient operational delivery. |
| **Key Responsibilities** |

Service Delivery

* Ensure effective management of direct reports, including sickness management, performance management, annual leave requests and appraisals, in line with organisational policies
* Provide a visible presence for staff during times of service delivery
* Ensure regular team meetings and briefings are delivered
* Represent PC24 at external meetings as required, ensuring relevant information is fed back to the wider Senior Leadership Team
* Provide support at critical service times, including temporary redeployment of staff as required
* Ensure service delivery reflects good practice, taking account of national guidance e.g. NICE, NHS England and other advisory/regulatory bodies
* Support the achievement of the organisation’s objectives and business plan to support the delivery of safe, caring and effective services
* Ensure all key operating protocols and procedures are available and routinely followed by all staff for day-to-day operational delivery

Contract and Performance Management

* Maintain a good understanding of all contracts and service specifications
* Provide direction and leadership to ensure targets and service KPIs are met where possible, ensuring areas of under-performance are actively managed and escalated
* Support the management of the financial budget within agreed parameters and delegated budget responsibility
* Work closely with both internal and external colleagues to ensure all service improvement opportunities are maximised, including the development of new initiatives

People Management & Development

* Ensure all key HR policies, such as absence management, are adhered to
* Manage regular communications and team meetings for all staff groups
* Provide direct line management to all staff working within your service area, ensuring appraisals occur, and objectives are set and delivered in line with service requirements
* Ensure personal development plans are in place following appraisals, and that training and development opportunities are made available
* Ensure key workforce data is routinely collected, monitored and actioned
* Work with HR to ensure safe working practices are maintained with all managers and staff
* Lead the recruitment and retention of all personnel required to deliver safe and effective services, and to ensure the provision of safe levels of clinical and non-clinical personnel at all times
* Undertake and support investigations, disciplinary or otherwise, in consultation with the Senior Leadership Team

Governance and Risk

* Ensure the implementation of key clinical governance standards and risk management arrangements within all services
* Actively manage complaints, concerns and incidents with other clinical and operational personnel, addressing any issues that arise from the investigation as appropriate and in accordance with organisational policy
* Identify trends from complaints, incidents and investigations – ensuring that learning is undertaken across relevant teams, and all documentation and audit trails are managed and available
* Contribute to responses to internal and external audits of services and personnel
* Responsible for ensuring the service is CQC-compliant at all times
* Attend meetings in preparation for CQC inspection, and provide assurance to the working group of compliance to CQC regulations

Service Development

* Embrace a mindset of continuous improvement in all services
* Support organisational change to services
* Develop and maintain own networks, within and across organisations, to share learning and ideas
* Undertake any other duties at the request of the Senior Leadership teams.

# Personal specification

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| **Education and training** | **Essential** | **Desirable** |
| Educated to degree level, or equivalent work-based experience |  |  |
| **Knowledge, skills, experience and other relevant criteria** | **Essential** | **Desirable** |
| Good analytical skills, with the ability to analyse data and communicate effectively |  |  |
| Ability to develop, coach and motivate personnel to work to their full potential |  |  |
| Ability to work under pressure and to tight, and often changing, deadlines |  |  |
| Working knowledge of Microsoft Office packages |  |  |
| Ability to write for a variety of purposes, e.g. policies, help sheets and standard operating procedures |  |  |
| Good knowledge of delivering Community Bed / Carehome services, including CQC requirements and standards |  |  |
| A minimum of five years’ management experience |  |  |

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| Experience of delivering services within a healthcare environment |  |  |
| Experience of building and maintaining effective working relationships |  |  |
| Experience of working to KPIs and targets |  |  |
| Experience of managing a delegated budget within agreed limits |  |  |
| Experience of managing multidisciplinary teams |  |  |
| Experience of managing staff or a service, including 1:1s, appraisals and performance management |  |  |
| Strong interpersonal and communications skills |  |  |
| Ability to work autonomously and initiate/self-direct own workload |  |  |
| Ability to evaluate risk and recommendations for resolutions |  |  |
| Demonstrates honesty, integrity, and promotes organisational values |  |  |
| An ability to maintain confidentiality and trust |  |  |
| Networking skills – able to connect with key individuals from partnering organisations |  |  |
| Demonstrates adaptability, flexibility, enthusiasm and commitment |  |  |
| Full clean driver’s license |  |  |

**Primary Care:24**

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