



Operations Manager MyHealth Practice

Who we are

MyHealth is a large Practice serving more than 19,000 patients across an area of over 200 square miles to the North East of York.

We provide a comprehensive and high standard of healthcare to our patient population across four health care centres.

MyHealth is committed to working in partnership with our patients to maintain their health and wellbeing; keeping our patients as fit and as healthy as they possibly can be.

We offer a wide range of services, alongside a dedicated healthcare team. So we firmly believe that by working in partnership with our patients, "together, you're healthier".

Be a part of our management team

We are an open and collaborative team who proactively support one another. We are passionate about what we do and have a desire to do the best we can for our patients and each other.

We are continually looking for ways to improve what we do, be that through service improvement or redesign and through the use of new and exciting technologies.

What we can offer you...that others can't

A vibrant and growing practice that is innovating constantly.

A great team spirit; our culture is important to us; we work very hard so it's important that we care about each other as well as our patients.

Why the role exists;

To be responsible for not only maintaining the day to day operations of the vital support functions in our practice but to inspire and drive a culture of service excellence and innovation 365 days a year.

We value all our staff. The support functions have a diverse range of people and roles, ranging from clinical coders, patient notes summarisers, front desk patient services / reception, dispensing and other back office functions.

Strensall
Health Care Centre
Southfields Road, Strensall
York, YO32 5UA
Telephone: 01904 490 532
Facsimile: 01904 491 927

Stamford Bridge
Health Care Centre
Telephone: 01759 371 467

Huntington
Health Care Centre
Telephone: 01904 768 841

Dunnington
Health Care Centre
Telephone: 01904 489 432

MyHealthgroup.co.uk

These people provide a vitally important service to not only our patients as the face of the practice but also to our internal customers such as clinicians who rely on the quality of their work, to be able to provide the level of care our patients deserve.

What we look for in your application;

The quality of our work is through the quality of our people. We are looking for someone who can provide all the ingredients including leadership and inspiration, for a team of up to 50 people. You will thrive on and drive the smooth running of the day to day operations of our business.

Driving & Managing a Service

Essential;

- Proven background of operating within an operations, business or practice manager post with responsibility for the delivery of an effective, efficient and quality primary health care service.
- A solid understanding of the political, social, economic environment in primary health care and the challenges and opportunities these circumstances create.
- A proven background of balancing a patient centred approach with a viable business perspective.
- Proven background of operating in a regulatory environment and achieving 'outstanding' or 'good' status.
- Proven background of responsibility for the compliance of necessary documentation, policy, standard operating procedures and protocols.
- Experience of dispensing services.
- Proven ability to communicate, persuade and influence a diverse range of individuals, at employee, senior management and partnership levels.
- Proven ability to interpret data and present as meaningful information which drives proposals and decision making.

Driving & Managing Change

Essential;

- Proven background of project and change management; planning, designing, co-ordinating, implementing and reviewing the success of projects.
- Proven background of successfully achieving the buy-in of team

members and developing change advocates within your team.

- Proven ability to identify the opportunity for improvement / change and the ability to pragmatically balance these opportunities against costs, risks and effects.

Desirable;

- We expect this post to have the following projects to plan for and successfully deliver; A server refresh, online GP consultations, new telephone system and a website update.
- Experience in such matters would be advantageous.

Leading, inspiring & managing people

Essential;

- Proven background of acting in role(s) that requires you to provide senior leadership and people management of a diverse workforce within administrative and customer service roles.
- Proven background of robustly, compassionately and safely dealing with employee relations – absence, conduct, performance, capability.
- Proven background of identifying and providing the ingredients necessary to lead a truly engaged, high performing and talented team(s).

What else we look for;

- Due to the requirements of this post in working across any of 4 sites you will need to hold a driving license and use of your personal vehicle or transportation.
- IT Literacy
- Working knowledge of data protection, CQC and H&S in a practice environment

So are you in?

Job title: Operations Manager

Location: Mainly based at Strensall Health Care Centre although you can be expected to work from any of our four sites to ensure the smooth running of the practice (including Stamford Bridge, Huntington, Dunnington)

Hours: 37 Hours per week

Salary: £40K - £45K dependent upon experience + **NHS PENSION**
Assessment Day date; You should be available to attend our assessment day on a date to be confirmed shortly.

Selection for Interview

The Practice recognises that discrimination of any kind is both unlawful and would act as a barrier to finding the most talented individuals for our organisation. As such, our recruitment and selection procedures exist to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. A great deal of careful consideration has been invested in preparing the advert for this post based on the specification for this role and the person we are looking for.

Our selection for interview process is designed to ensure individuals are selected for interview on the merit of their application only.

If you are applying through NHS Jobs, you will notice you are asked if you would like a guaranteed interview as part of the 'Two Tick' disability scheme. Whilst this is an admirable government initiative, please be aware we are not signed up to this scheme. This is a question on the NHS jobs application form which is outside of our own control. Our own process ensures we consider candidates on the merit of their application only and we do not ask any questions regarding a disability as part of our selection process. We only give candidates the opportunity to share information regarding any disability **after** candidates are invited to interview and **only** if the candidate feels they require adjustments in the interview process.

Job Description

Latest Review Date: 28.2.18
Reviewed & Updated by: Joanne Rowe
Next Review February 2019

Job Title:

Operations Manager

Job Purpose:

To provide the effective, efficient and timely administrative support functions necessary to provide the best clinical care for our patients.

To contribute to the practice goal to be the:

'Practice of Choice for Patients and the Employer of Choice for Staff'.

Position in Organisational Structure:

Responsible and Accountable to the appointed Managing Partner.

Main Accountabilities:

(This list is not exhaustive and may be subject to alteration, but the role includes all duties that may reasonably fall within the job purpose)

Operational Management and smooth running of support functions

1. Responsible for the smooth running of all support function services;
 - i. Ensuring service development and delivery is in accordance with local and national guidelines and compliance with NHS contractual obligations.
 - ii. Provide day-to-day leadership, direction and intervention as required to ensure the smooth running of support function services.
2. Service Effectiveness & Monitoring; Ensure mechanisms are in place that regularly measure and monitor the effectiveness of support function services.

- i. Ensure measures are in place that reviews on an ongoing basis, services provided to patients and internal customers are patient centred, cost effective, efficient and timely.
 - ii. Responsible for capturing and measuring patient turnover, cause analysis and develop outcomes that address patient retention.
3. Responsible for staffing and service levels;
- i. Overall responsibility for ensuring adequate and safe staffing levels are provided at all times.
 - ii. Overall responsibility for ensuring service levels are maintained; Identify the work throughput and output required of your team(s) and to ensure capacity meets demand. Ensure work and expectations are equally distributed among the team(s).
 - iii. Ensure measures are in place to ensure the critical tasks / responsibilities in all roles are deputized and/or contingencies plans in place.
 - iv. Develop, review and implement an appropriate business continuity and disaster recovery policy.
4. Patient Complaints; actively participate, assist with and/or co-ordinate responses to patient complaints in line with practice policy.
5. Financial Management; Manage allocated budgets and seek to maximise income and minimise expenses.
- I. To be responsible for reporting on and close liaison with BI and Finance Manager for ensuring maximum QOF points achieved and ES are managed proactively, to protect and develop practice income
 - II. Ability to understand and interpret data through Emis Web but also through other applications such as QMaster.
6. IT:
- I. To ensure you maintain good working relationships with our internal and external customers and ensure IT service is fit for purpose.
 - II. To manage the development of IT related services that maximise the patient experience and provide efficiency gains for both clinicians and administrative staff.
 - III. Maintenance and continual review of Servers, MJOG, website, telephone, WIFI, EPRS 2, Intradoc and online consultations services.

7. Dispensing Services:

- I. To ensure that Standard Operating Procedures are reviewed, cascaded, endorsed and followed by the dispensing team.
- II. Safe and effective management of CDs
- III. Annual management of the Flu Campaign
- IV. Annual management of the DSQS

8. Health & Safety; To ensure CQC & H&S requirements, and any other process or procedure to which you and your team are responsible for, are all documented. It is crucial for this documentation to be accurate, up-to-date and monitored regularly to ensure we remain compliant at all times. I.e. Appropriate and necessary risk assessments are completed, reviewed as appropriate and any resulting actions are acted on

9. Champion the practice and initiatives: To support and champion Practice goals, initiatives and continuous improvement within your team. To provide input and advice as required on implementing change and continuous improvements.

Driving & Managing Change and Continuous Improvement

1. Responsible for identifying opportunity for improving service effectiveness, efficiency and cost effectiveness.
2. Creating and presenting fit for purpose proposals; of opportunities for service development to partnership / senior management team. Proposals that concisely demonstrate (i) cost of initiative (ii) return on investment (iii) risk and consequence.
3. Project Management; Responsible for planning, designing, coordinating, implementing and reviewing the success of projects.
4. Change champion; Responsible for engaging, inspiring and the involvement of all stakeholders at all levels of change initiatives (team members, line managers, senior management, partnership, patients, internal customers etc.) for greater prospect of success and joined up thinking.
5. Patient Access Models; to actively participate in the ongoing review of our patient access model against best practice and new innovative models.
6. Patient Engagement; to actively engage with our community and patient population on service development opportunities, initiatives and

planned improvements, through various mechanisms including our PPG.

Leading, Inspiring and Management of People

1. Provide senior leadership and day to day operational management to team members.
2. Team Engagement (Periodic Team Meetings): Promote a culture that ensures support functions schedule, conduct and document periodic team meetings with your staff. Ensure you champion Practice goals and initiatives. Feedback how the team are contributing to Practice goals and internal customer goals. Collaboratively involve the team with opportunities to improve the service. Provide opportunity for two-way communication.
3. Employee Engagement (Regular One 2 One Meetings): Promote a culture that ensures support functions schedule, conduct and document regular one 2 one sessions with your staff. Ensure they are provided with the opportunity to discuss how they are feeling in their role, acknowledge their contributions to wider practice goals / celebrate what they have done well since their previous meeting and explore any opportunities to improve or develop their own skills / behaviours / service.
4. Corrective Action / Under-Performance Management: Working closely with Human Resources, Identifying and acting (informally / formally) on any concerns and/or requirements to improve about performance, absence or conduct consistently, appropriately and compassionately. Also raising any staff grievances as appropriate. To promote a culture of compassionately and positively addressing underperformance and conduct issues for positive outcomes for the business.
5. Team and Individual Performance;
 - i. Ensure team(s) have Key Performance Indicators (KPIs) in place that are driven by practice goals.
 - ii. Ensure individual KPIs are in place for team members that are driven by team KPIs.
 - iii. Ensure the challenges, threats and opportunities your teams(s) face in the future of primary health care are regularly analysed.
 - iv. Identify the skills, behaviours and competencies needed in your teams for effective service delivery now and also those needed to future proof the team against challenges / opportunities in the future.

- v. Involve team(s) with creating, reviewing and implementing what 'high performing' and/or 'good performing' looks like as skills, behaviours and competencies. To do so in a manner that creates clear expectations at team and individual level.
 - vi. To ensure gaps at a team level are analysed, monitored and addressed.
 - vii. To ensure gaps at an individual level analysed, monitored and addressed; Ensure training & development plans and measures are in place that address gaps.
 - viii. To ensure that measures are in place to effectively induct new starters into the practice, their team and their role. Necessary training for new starters are identified and delivered. Ensure probationary performance review processes are fit for purpose and monitoring mechanisms in place. Take steps to ensure we have a strong retention rate of new starters to the business.
 - ix. Annual Staff Performance Review and Appraisal: Participate in the design and implementation of the annual staff performance review process. Participate in any resulting 'Development Review Plans' and objectives for staff.
6. Staff Recruitment and Retention:
- i. Conduct recruitment through clear analysis and preparation.
 - ii. Ensure team(s) have Key Performance Indicators (KPI's) are in place that are driven by practice goals.
 - iii. To ensure regularly review our staff recruitment and selection practices against what talented candidates look for from roles within your team. Propose steps to the practice to address gaps.
 - iv. To ensure the practice are aware of what ingredients existing team members value most in their roles, careers and working lives. To have a positive action plan in place that takes steps to provide and address these ingredients.
 - v. To ensure we have a high retention rate of good and high performing team members.
 - vi. To ensure critical roles in the team have a succession plan in place and flight risk assessments are in place for forward planning purposes.

Other

1. To uphold the values of our management team in working together as a collaborative, positive, supportive and proactive team. To take steps to understand the roles, challenges and priorities of those in your team. To proactively offer support to others.
2. To ensure you devote the whole of your time, attention and abilities to your role, our business and its goals
3. Such other duties as may reasonably be delegated from time to time.

Qualifications:

A good level of education, ideally to degree level or equivalent.

Must be able to communicate well using the written word.

Customers / Key Stakeholders:

Examples of the most direct customers:

External Customers:

CCG
eMBED
NAPC
Nimbuscare Ltd
LMC
PCSE
York Teaching Hospital Foundation Trust
Research Organisations
HSCIC
CQC

Internal Customers:

Non clinical staff
Clinical Staff
Partners

Operational Management and smooth running of support functions	Driving & Managing Change and continuous improvement	Leading, Inspiring and management of self and others
<p>Skills / Behaviours</p> <p>Ability to promote a service focussed and patient centred approach; at all operational levels.</p> <p>Ability to take a leading role in policy development; identifying, developing, promoting and implementing operational policies; Encourages involvement and feedback with stakeholders</p> <p>Ability to promote operational excellence; Ability to identify models of operational excellence, innovation and best practice. Evaluate their potential contribution to the organisation</p> <p>Critically evaluate stakeholder feedback; from the support functions staff, patients, public, and other stakeholders and how this impacts on your own area of work</p> <p>Ability to professionally and effectively tailor your communication style to suit the needs of a varied</p>	<p>Skills / Behaviours</p> <p>Ability to operate as a change agent</p> <p>Ability to develop, promote and implement improvement plans that are designed to meet and, if possible, exceed service requirements.</p> <p>Ability to identify issues and gaps central to the success the support functions; Pro-actively approach and anticipate the impact of external changes / challenges / pressures / threats on the workforce.</p> <p>Ability to present and drive an inspiring vision and innovate roadmap plan to a variety of stakeholders that will help achieve strategic / operational goals</p> <p>Ability to embed a culture of</p>	<p>Skills / Behaviours</p> <p>Holds self and other team members accountable, for achieving results. Ability to set an example to others in fostering a performance focussed culture.</p> <p>Embed a culture of staff performance; Sets and maintains high performance standards for self and others.</p> <p>Promote continuously the clear line of sight; between the work of roles and wider strategic goals.</p> <p>Embed a culture of celebrating high performance as teams & individuals; as well ability to hold difficult conversations to handle any performance issues, providing support or</p>

<p>spectrum of customers ranging from employees of all walks of life, Partners, External Agencies, Colleagues and Clinicians.</p> <p>Ability to thrive in our environment; operate and deal with unexpected situations independently in a positive manner and/or thrive well within a wider management team.</p> <p>Ability to work independently; by making informed decisions and exercising appropriate initiative when faced with a new situation / problem. Thrive in a fast paced and deadline driven environment.</p> <p>Ability to organise, prioritise and manage demands; of your own work and support functions work demands. Ability to assess levels of urgency and importance.</p>	<p>collaboration that positively influences, a diverse range of people to overcome resistance. Use emotional intelligence to influence others to achieve positive outcomes in your areas of the business.</p> <p>Ability to identify and involve key stakeholders; and roles in that are critical for positive change to be successful and overcome resistance</p> <p>Ability to project personal credibility & impact at all levels in the organisation to inspire confidence in you.</p> <p>Ability to influence partnership and senior management teams; through an in-depth understanding of their strategic operations, priorities and challenges</p> <p>Understands the theories, models and methods for managing change effectively; and their strengths and weaknesses</p>	<p>steps to enable improvement in a robust but compassionate manner.</p> <p>Ability to embed our values and behaviours in a team and organisational context. Treats employees fairly by applying consistent management principles</p> <p>Ability to embed a culture of staff engagement and involvement, that identifies, and plans to deliver, the ingredients our staff value most from their time with us. Motivates others to translate ideas into actions.</p> <p>Ability to influence others in developing key workforce performance indicators to deliver business goals</p> <p>Ability to constructively challenge organisational values and behaviours at all levels</p> <p>Open & transparent in decision making & communication</p>
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