

Are you an experienced healthcare leader looking for an opportunity to shape and drive operational excellence across a thriving rural General Practice?

We have a rare opportunity for a Senior Operations Manager to join our friendly team, up to 35 hours per week, ideally worked across four days.

£16.00 - £20.00 per hour, dependent upon qualifications and experience

Job Summary

Working directly with, and accountable to, the Managing Partner, the Senior Operations Manager will take a lead role in the operational management of Bow and North Tawton Medical Practices.

Supported by two Operations Managers, the postholder will be responsible for overseeing the day-to-day running of the Practice, ensuring services are delivered efficiently, safely and in line with contractual, regulatory and patient expectations.

This is an exciting opportunity for an experienced operational leader to work closely with the Managing Partner and the wider clinical and dispensary leadership team, helping to drive service improvement, support staff development and ensure the Practice remains responsive to the changing demands of primary care.

Main Responsibilities

- Lead the day-to-day management of Practice operations, ensuring effective and efficient service delivery.
- Support the Partners in achieving the Practice's aims, objectives and business plans.
- Provide line management and leadership to the Operations Managers and administrative team.
- Ensure workforce planning, staffing levels and operational processes support high-quality patient care.
- Lead on service improvement projects and operational change initiatives.
- Support the development, implementation and review of Practice policies, procedures and operational systems.
- Ensure compliance with CQC standards and other relevant regulatory requirements.
- Lead on risk management, incident reporting and organisational learning processes.
- Work collaboratively to improve patient experience and outcomes.
- Develop positive working relationships with the Patient Participation Group
- Support business continuity planning and operational resilience arrangements.
- Ensure resources are used effectively and efficiently.
- Contribute to Practice leadership meetings and strategic planning activities.

Essential Qualifications and Experience

- Significant experience in an operational management role, preferably within a healthcare, primary care or NHS setting.
- Demonstrable experience of leading and managing teams.
- Experience of managing service improvement initiatives.
- Strong understanding of governance, quality assurance and regulatory compliance.
- Excellent organisational, problem-solving and decision-making skills.
- Experience of policy development, workforce management and operational planning.
- Strong IT skills and confidence using Microsoft Office applications and healthcare systems.

Desirable

- Qualification in Business Management, Healthcare Management or a related discipline.
- Experience of working within General Practice.
- Understanding of NHS contracts, primary care networks and commissioning arrangements.
- Experience of CQC inspections and compliance processes.

Personal Qualities

The successful applicant will be able to demonstrate:

- Strong leadership and people management skills.
- A positive, proactive and solutions-focused approach.
- Excellent communication and interpersonal skills.
- The ability to motivate and support teams through change.
- Sound judgement and professional integrity.
- Strong organisational and time management skills.
- Commitment to delivering high-quality patient-centred services.
- A serious appreciation of confidentiality and information governance.
- Awareness of equality, diversity and inclusion principles.
- Resilience and adaptability within a fast-paced healthcare environment.

We Offer

- ✓ Five weeks annual leave plus bank holidays (pro rata)
- ✓ NHS Pension Scheme or NEST Pension
- ✓ Blue Light Card discounts
- ✓ Access to our Employee Assist Programme
- ✓ Supportive and friendly leadership team
- ✓ Opportunity to make a meaningful impact within an innovative rural General Practice
- ✓ A key leadership role with scope to develop and influence future service delivery

Application Information

Expressions of interest accepted via Indeed. To formally apply, application forms can be downloaded from our website: www.BowMedicalPractice.co.uk

Please return completed application forms marked for the attention of: Michelle Freeburn Managing Partner

Closing Date: Sunday 6th September