

Job Description: Operations Manager

Overall goal: You will be part of our forward thinking team to share our vision, willingness and drive to adapt to changes within the NHS. You will be responsible for the overall day to day running of the practice

General

- Be familiar with all the functions of Systmone and applications plus national and local quality standards for primary care.
- Be aware of industry statutory requirements and assist with implementation as directed by the Practice Business Manager (PBM).
- In conjunction with the PBM undertake specific duties in relation to fire safety, health and safety and risk management.
- Undertake regular delegated tasks and special projects as delegated by the Practice Business Manager.
- As necessary, attend any meetings as requested on behalf of the practice and undertake any follow up action.
- Assist the PBM in compiling and updating policies and procedures in all areas of the practice.
- Support the practice in maintaining its Good CQC rating and strive towards Outstanding rating.

Estates Management and Health and Safety

- Ensure the practice premises are properly maintained and cleaned.
- Ensure adequate security and fire prevention systems in place and policies followed.
- Oversee maintenance of the building and equipment, arranging repairs and contractors as required whilst ensuring best value for money.
- Implement health and safety and infection control policies and ensure that audits and inspections are undertaken in accordance with the procedures e.g. Legionella assessments.

Financial Management

- Manage and use appropriate systems for handling and recording of cash, cheques, invoices and petty cash.
- Assist the PBM in monitoring practice budgets.
- Assist with monthly national and local reporting as required.
- Prepare reports for the PBM as required.
- Monthly claims for example CQRS and Open Exeter.
- Oversee day to day management of enhanced schemes.

Organisational

- Convene meetings, prepare agendas and ensure distribution of minutes as necessary.
- Carry out audits and reports as required.
- Work closely to support all the administrative and reception staff functions and processes.
- Oversee the rotas and annual leave for staff in the practice and co-ordinate locums and necessary.
- Be responsible for staff induction programmes.

Patient Services

- Maintain registration services and monitor patient turnover and capitation.
- Manage patient surveys.
- Oversee and manage the appointments and rotas.
- Patient risk management including the investigation of Datix incidents.
- Provide the second point of contact for patient advice, queries and complaints that have not been successfully dealt with by the reception supervisor.
- Assist the PMB and responsible Partner to provide an effective complaints management system.
- Liaise with the Patient Participation Group and Practice Health Champions.

Information management and technology

- Be the first point of contact for IT issues within the practice.
- Work with system suppliers and the PBM to solve any problems.
- Work with the PBM to ensure the practice has effective IT data security.

Human Resources

- Manage training records and schedules for all staff to ensure everyone is up to date.
- Keep personnel records and attendance records.
- Assist the PBM in any major changes to the workforce.
- Liaise with out-sourced HR advisors as directed by the PBM.
- Line manage the Reception Supervisor and Data Supervisor.
- Overall management of the reception and admin teams.
- Carry out appraisals and performance reviews for reception supervisor and office staff.