

Parkbury House Surgery

Operations Manager at Parkbury House Surgery

About Parkbury House Surgery

Parkbury House Surgery is a busy training practice in the heart of St Albans, led by 8 GP Partners and the Practice Manager. We have a large, skilled and caring clinical and administrative team to look after our 21,000 patients. We take pride in our practice and work hard to maintain our reputation as an innovative and successful practice. We work across two sites, our main site in St Albans and our branch site in Sandridge. We are part of a fledgling PCN and we are also part of STAHFED federation.

Our Patients

Our patients are at the heart of everything we do. We listened to our patients when they told us they needed better and quicker access to a doctor and were one of the first practices to move to a triage system in response to this need.

We have four care homes that we look after and have a dedicated team of nurses working with the support of a GP, HCA and clinical pharmacist who make regular visits to the homes and also to our housebound patients.

The Team

The practice is led by 8 GP Partners and the practice manager. We have a very mixed clinical team consisting of 10 salaried GPs, practice nurses, HCAs, a visiting nurse team and clinical pharmacists. As a training practice there are always registrars, medical students, student nurses working alongside our clinical team.

Our administrative team is strong and consists of a management team and two administrative teams covering front and back office functions.

Parkbury House Surgery has an active PPG and a wonderful group of volunteer Social Prescribers.

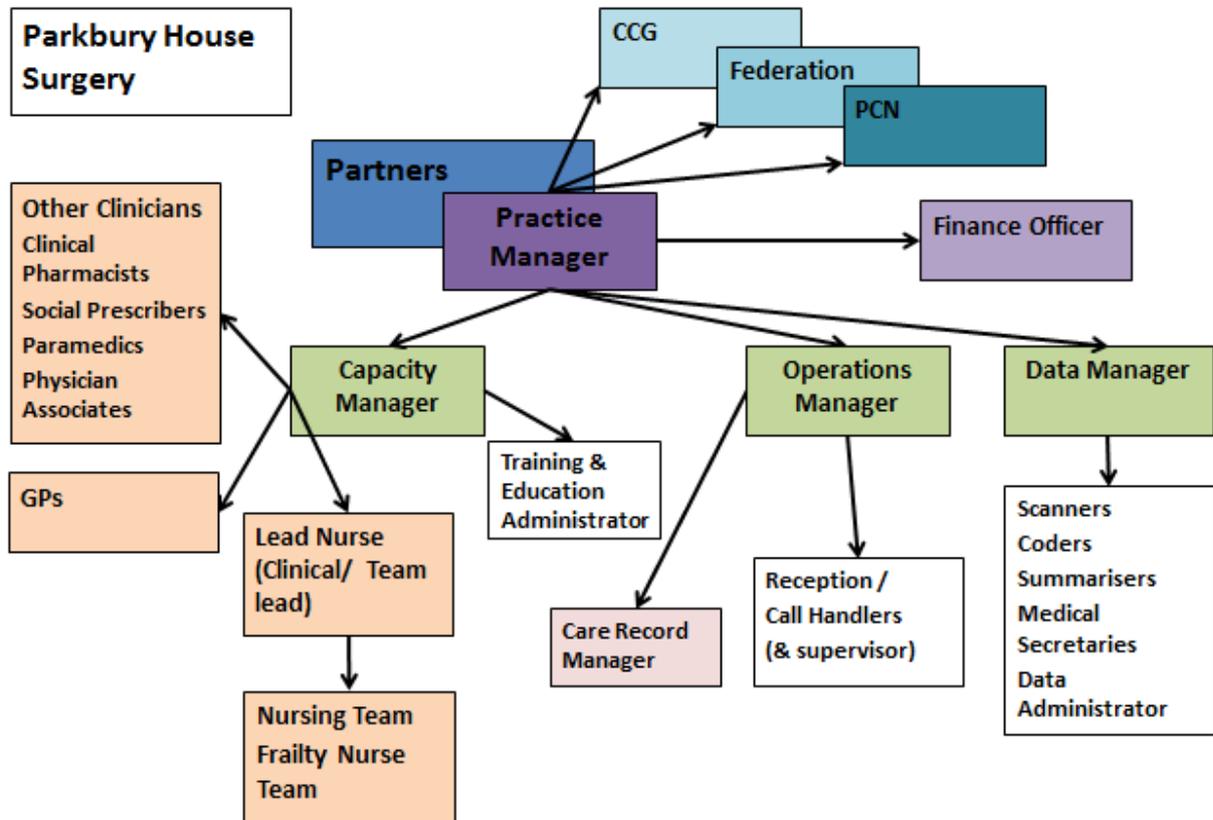
The Way We Work

We use Emis and Docman clinical systems. We use a cloud based HR system, training system and document management system.

Our practice is a Triage first practice with all new or urgent calls being responded to by a triage doctor on the day and all routine / ongoing concerns being booked in with a suitable clinician.

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Organogram: Parkbury House Surgery



Operations Manager: Purpose and objective

This role offers the post holder the opportunity to work at the heart of our practice. It will suit a self-motivated manager from a primary care background.

It will be the Operations Managers' responsibility to manage the day to day running of the practice and ensure that all day to day priorities are met. It will be an exceptionally busy, hands on role, where the successful candidate will be expected to get stuck into the nitty-gritty daily tasks of ensuring the business is a safe, efficient, effective and enjoyable place to work. With proven ability to juggle multiple priorities and unstinting attention to detail and high quality delivery, you will lead, motivate and develop both your own direct reports and wider team members. Providing a consistent and visible management presence, at the front of practice for both staff and patients.

You will work closely with the Practice Manager, Capacity Manager and Data Manager. Working effectively as part of a close team is paramount to the success of this role. With commitment to excellence and patient care at the heart of everything we do, you will ensure best practice is followed in maintaining both professional and clinical standards. Constantly seeking ways to innovate, you will ensure delivery of cost effective changes within agreed

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budgets. You will work hard to meet the requirements of all stakeholders, patients and carers across safety, quality and cost.

How to Apply

Please apply by sending a CV and covering letter to tamzin.jamieson@nhs.net
Your covering letter should tell us how you fit the requirements of the role, making specific reference to the person specification, using examples of your skills and experience.

Please also include:

1. Your availability / notice period
2. Your availability for assessment / interview

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please feel free to contact Tamzin Jamieson on 01727 851589 if you would like to discuss the role further before applying.

What Happens Next

Applications will close on the 28th July 2019. We may close the application process earlier dependent on the volume and quality of applications received.

Once the applications have been received, all applicants will receive an email to let you know if you have been successful in securing an interview.

Important Information

The job description is an outline of the post holder's duties and responsibilities and not an exhaustive list. The nature of the organisation and post means that duties may be reviewed periodically and changed to meet business needs.

Although mainly office based, the role will involve visiting clinical and non-clinical areas within Hertfordshire, including but not limited to local general practices, hospitals and business or charity offices. This will include travel between and within buildings which may include areas with limited disabled access. Our branch site at Sandridge and the upper stories of our Parkbury House Surgery site have limited disabled access and it is a requirement of the role to work across both sites.

Concentration and mental resilience will be required for the role, working within an unpredictable pattern with interruptions. The role will potentially include exposure to distressing and emotional circumstances, as well as dealing with service users who can at times be challenging.

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Pre-employment screening

Please note that the appointment of the successful candidate will be subject to pre-employment screening, as applicable to the post and in accordance with our policy. This will include checks on right-to-work, proof of identity, enhanced DBS and references.

Equal Opportunity

The successful applicant will be employed based on personal merit and the application of criteria which are related to the duties of the post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

The post holder will be required to act at all times in accordance with the company's agreed policies, procedures and other forms of guidance. In keeping with the Health and Safety at Work Act 1974, employees have a duty of care to avoid injury to themselves and others by their activities, and must cooperate with the company's policies in meeting statutory requirements. The post holder will also be required to act all times in a manner consistent with the legislation, policy and procedures in a respect of Equality and Diversity, and to promote these principles within the team and take appropriate action to ensure compliance when required.

The post holder will be required to follow confidentiality and information security and governance policies. Any matter of a confidential nature, particularly information relating to patients, members of staff, or any of the company's business matters, must not under any circumstances be released or divulged to unauthorised persons.

If you are successful you will need to sign our GDPR privacy notice