**Job Title**

**Operations Support Manager**

**Location: London**

**Reports to: Operations Manager**

**Working with:** Clinical Assistants, Sonographers, Clinical Leads, Operation Support Managers, Operations Managers, Head of Operations, Patients, GPs, NHS Trusts, Suppliers, Patient Referral Centre (including Vista Health), Head Office Support Functions (Shared Services)

**Introduction:**

You will make healthcare better for our patients by delivering a high-quality Ultrasound service which is consistently safe and effective every day across NHS and private patient pathways. This is a key role in managing the day-to-day operational functions within your defined region. You will be supported by the Operations Manager, Clinical Leads and a counterpart Operations Support Manager.

**What you will do:**

Professionally manage and lead the clinical support team to execute a broad range of tasks and functions, contributing to the delivery of a high-quality healthcare service. Oversee the day-to-day operations of the ultrasound team to ensure patient and customer focus is central to the commercial success of the business.

**What you are responsible for:**

* Ensuring the service delivers the highest standard of patient care whilst meeting customers’ expectations
* Managing the rota for the clinical team, ensuring sufficient employee resource availability through effective planning
* Overseeing all day-to-day activity for the clinical team, remaining knowledgeable and up to date on all InHealth’s processes and ensuring a strong understanding of the ‘role of the people manager’
* Leading on and being actively involved in recruitment activity for the clinical support team, monitoring attrition rates and workforce planning for future recruitment drives
* Designing and delivering structured induction programmes for all new clinical support team members, including a review of the company’s policies and procedures
* Ensuring the annual appraisal process is completed on time and incorporates a personal development plan for each team member that promotes growth and progression
* Increasing employee engagement by regularly requesting feedback from team members, maintaining a positive team environment and improving retention
* Engaging team members with the patient satisfaction results, financial activity and overall unit performance in conjunction with the Operations Manager
* Developing immediate team members by providing coaching and mentorship
* Maintaining up-to-date training, appraisal and PDP records for the team
* Supporting escalated disciplinary and grievance concerns
* Understanding the administration tasks and processes in full, being prepared to step in and deputise if required
* Compiling reports required by the Operations Manager or Head of Operations
* Participating in and leading audits, delegating tasks to the team as required
* Maintaining stock control and being responsible for ensuring consumables and supplies are purchased as and when required
* Overseeing the completion of month end administrative procedures
* Ensuring due regard is given to the customs, values and spiritual beliefs of patients and team members, making sure their views are sought and considered
* Maintaining a clean and safe working environment
* Complying with ISO standards in respect of information security management
* Reporting all incidents and complaints in line with company policy

**What people see in you:**

* A passionate and committed people manager who can motivate, encourage and communicate with colleagues at all levels to promote high results
* A person who naturally instils confidence in everyone they work with
* Someone who can prioritise tasks for both yourself and the team with the ability to delegate appropriately
* A skilled and confident communicator both written and verbal
* Someone who can manage conflicting views and situations in a calm and efficient manner

**You will:**

* Be skilled in a variety of administrative systems and processes
* Have developed organisational and time management skills that enable you to prioritise conflicting demands
* Understand and be able to deliver on the Care Quality Commission (CQC) fundamental standards for health care
* Be able to demonstrate an appreciation of patient care and confidentiality
* Have knowledge of health & safety, infection control and data protection
* Have a professional and cooperative attitude even when under pressure
* Be flexible in your working patterns to fulfil clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes

**You have experience of:**

* Working at a similar level of management in a customer or patient focused environment
* Being involved in the attraction, recruitment, selection and retention process
* Training and developing direct reports to achieve professional development
* Using a wide range of Microsoft packages and other IT systems
* Setting departmental objectives, KPIs and plans