

## Job description

# Operations Manager

**Location:**

**Reports to: Regional Operations Manager**

**Working with:** Patients, GPs & Referrers, Private Hospitals, NHS Trusts, Onsite InHealth team (Administrative & Clinical), Radiologists, Head of Operations, Head Office Support Functions, Patient Referral Centre

InHealth sees more than 3 million patients each year and diagnostic imaging is one of the busiest services that we provide. Our Operations Managers are a vital part of the InHealth team and are responsible for understanding customers' requirements whilst ensuring the service fulfils our contractual obligations. As a People Manager, you will mentor and develop your team to deliver on our vision to make healthcare better.

## What you will do:

In your role as Operations Manager, your skills and expertise will provide leadership so that we deliver high-quality radiography services at all times. By adopting an approach of continuous improvement, you will deliver efficiencies in line with the budget and never lose sight of patient and customer satisfaction. You will also lead on all operational management of the team and service, identifying new revenue streams and building great relationships with our customers.

## What you are responsible for:

### *Operations*

- Ensuring the service delivers the highest standard of patient care whilst meeting customers' expectations
- Meeting the requirements of all regulatory standards (e.g. CQC) and surpassing allocated budgetary targets
- Developing and implementing operational plans for your site in conjunction with the Head of Operations
- Ensuring that resources, assets and processes are in place to allow for cost effective, flexible and professional service delivery
- Setting, monitoring and achieving rigorous performance management targets
- Producing daily, weekly and monthly reports for the Head of Operations as and when required
- Developing close relationships with customers including but not limited to; Private Hospital Managers, Cardiologists, Radiologists and referring clinicians
- Successfully delivering projects as and when required

### *People Management*

- Ensuring sufficient employee resource availability through effective planning
- Leading on and being actively involved in recruitment activity for the service, monitoring attrition rates and workforce planning for future recruitment drives

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- Designing and delivering structured induction programmes for all new team members, including a review of the company's policies and procedures
- Developing immediate staff members by providing coaching and mentorship
- Ensuring the annual appraisal process incorporates a personal development plan for each team member to ensure their capabilities match or exceed their role and, where relevant, encourages progression to the next level
- Maintaining up-to-date training, appraisal and PDP records for the team
- Increasing employee engagement by regularly requesting feedback from team members, maintaining a positive team environment and improving retention
- Working with team members to build a culture that fosters engagement, productivity, clinical excellence and customer satisfaction
- Supporting escalated disciplinary and grievance concerns

### *Account Planning*

- Efficiently and effectively managing the departments' allocated budget to minimise all expenditures where possible without disruption to service quality
- Ensuring Purchase Orders are processed in a timely manner
- Accurately recording hours worked, holiday leave, expenses and sickness for monthly payroll calculation
- Liaising with your InHealth Business Partner to ensure correct billing

### *Compliance and Governance*

- Ensuring effective implementation of appropriate policies and procedures
- Managing incidents and complaints in accordance with InHealth policies
- Adhering to all policies including; clinical policies, CQC, Health & Safety, Clinical Governance, IRMER, HR, Data Protection and Patient Confidentiality

### *Equipment Management and Maintenance*

- Ensuring all equipment within the department is working correctly and is regularly serviced by qualified staff (including PAT and calibration) in line with manufacturers requirements and contractual agreements
- Ensuring staff are aware of what actions to take in the event of equipment fault and/or failure
- Reporting all equipment faults to manufacturers, service organisations or the mobile planning team
- Resolving malfunctions or faults as soon as possible and investigating root causes to avoid repeat incidents
- Maintaining up-to-date fault logs, service contracts and engineer reports

## What people see in you:

- A passionate and committed leader who can motivate, encourage and communicate with staff and colleagues at all levels
- A commercially aware individual with creative thinking
- Someone with a strong drive and ability to deliver results
- A people manager who can engage and motivate a multi-disciplinary team to achieve 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

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- Someone who recognises and promotes desired behaviours to support their team to achieve success
- A skilled and confident communicator both written and verbal

## You will:

- Be an experienced manager with a proven track record and credibility leading a multi-disciplinary team
- Be educated about CQC requirements, Health & Safety, Infection Control, the Data Protection Act and Caldicott Principles
- Have developed organisational and time management skills that enable you to prioritise conflicting demands
- Be able to turn strategic plans into actions and successful results
- Have proven competency in verbal and written communication
- Be computer literate with accurate data entry skills and attention to detail
- Have a professional and cooperative attitude even when under pressure
- Hold a valid UK driving licence and be flexible when it comes to travelling

## You have experience of:

- Working in a similar level management role
- Managing the recruitment and selection process
- Setting departmental objectives and plans
- Building business and commercial relationships at different levels
- Overseeing budgets and delivering against targets
- P&L, customer and facilities management
- Supporting personnel to achieve success
- Using information management systems

## Other key parts of the Operations Manager's role:

- There may be occasions when our Operations Manager's are required to work clinically to support the operational requirements of the service (subject to holding the relevant qualifications and professional membership registration)
- On occasions, national travel may be required to attend training courses