

Job description

Operations Support Manager

Location:

Reports to: Operations Manager

Imaging Service Manager

Working with: Patients, GPs, NHS Trusts, Suppliers, Clinical & Non-Clinical Colleagues, Patient Referral Centre, Head Office Support Functions

At InHealth we see more than 3 million patients each year and diagnostic imaging is one of the busiest services that we provide. Our Operations Support Managers are a vital part of the InHealth team and they are responsible for ensuring our support teams deliver the best customer service from initial appointment booking, through to the patient's arrival at site and during their procedure.

As an Operations Support Manager you will work alongside clinical and non-clinical colleagues in our dynamic and fast-paced sites to ensure they deliver professional and patient-focused services. As an integral part of our clinical support team, your skills will help us to deliver on our vision to make healthcare better.

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 clinical support department 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 support team, ensuring sufficient employee resource availability through effective planning
- Overseeing all day to day activity for the clinical support teams, remaining knowledgeable and up to date on all InHealth's processes and ensuring a strong understanding of the 'role of the people manager' is maintained
- 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

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- Engaging team members with the patient satisfaction results, financial activity and overall unit performance in conjunction with the Clinical 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
- Providing a welcoming and professional first point of contact for all patients, coordinating their arrival through to departure
- 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, making sure their views are sought and taken into account
- 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
- Be able to demonstrate an appreciation of patient care and confidentiality
- Be educated about 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
- General office finance procedures such as invoicing and taking payment
- Using a wide range of Microsoft packages and other IT systems
- Setting departmental objectives, KPIs and plans

Please note this position requires shift pattern working , and department opening hours are from Monday - Sunday 07h00 - 21h00. Please take into consideration travelling requirements when applying for position.