

**Job Title:** Senior Operations Manager (SOM)

**Location:** Operose Health

**Reports to:** Operations Director

**Direct Reports:** Regional Managers

**Position Type:** Full-time

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### **Job Summary:**

The **Senior Operations Manager** is a key member of the **Senior Leadership Team** responsible for leading Regional Teams and overseeing the day-to-day operational delivery of high-quality, patient-centred primary and urgent care services and the execution of the organisations strategic plan across services within their portfolio. The postholder will lead on commercial delivery, service transformation, performance improvement, and operational excellence across multiple primary and urgent care sites. They will work collaboratively with clinical and non-clinical leaders to ensure services meet contractual, regulatory, and quality standards.

### **Key Responsibilities:**

#### **Leadership & Strategy:**

- To lead, develop and support a high-performing regional teams to deliver quality Primary and Urgent Care Services across the portfolio.
- Create an environment where all staff are encouraged to make improvements to the service and deliver individual, national and Group-wide objectives.
- Deliver and strive to exceed budget expectations, through identifying and driving revenue opportunities and ensuring systems and processes are in place to control costs appropriately.
- To contribute to the continuous improvement of the patient journey and to improve patient experience ensuring delivery of high-quality care.
- Ensure the delivery of all contractual obligations and KPIs.
- Challenge existing practices to develop new ways of working, using an evidence-based approach.
- To work with Senior colleagues and other colleagues or stakeholders to identify, process map and implement service changes in accordance with best practice.
- Manage the performance of their portfolio and develop a strong learning culture through reflection on performance and quality.
- To oversee and ensure compliance with all aspects of operational processes, quality management, risk monitoring, BCP and assurance processes across their portfolio.
- Identify and develop talent through effective leadership.
- Ensure that we are a responsive organisation for our colleagues, commissioners, partners and customers
- Champion and promote organisational values – CARE, engaging with stakeholders both internally and externally, and develop strong external networks that are plugged in to the wider external health, care and professional system
- Play a key role in supporting, challenging and ensuring successful delivery of:

1. Key quality and service improvements designed proactively in response to market conditions and reactively as a result of organisational learning
  2. Significant business decisions including strategic planning, growth, contract negotiation, integration.
  3. Contribute to significant commercial decisions by making recommendations to Executive Lead including tenders, contract negotiation.
- Work collaboratively with operational and central support teams to ensure that products and services are innovative, at the forefront of latest thinking, value additive and fit for operational delivery.
  - Retention of services contracts across portfolio by ensuring teams prioritise and deliver :
    1. Strong, proactive and trusted relationships with commissioners
    2. Excellent Patient engagement and satisfaction
    3. Delivery of all contractual obligations and KPIs
    4. Innovative delivery models, ensuring great access, outcomes and experience.
  - Delivery of identified transformation and change projects working collaboratively with internal and external stakeholders to ensure the project is landed, on budget and on time.

## Other Duties

The above list is not exhaustive, and the post holder may be expected to undertake other duties that can reasonably be expected of a Senior Manager of the Organisation

<b>Qualifications</b>	Degree and/or relevant management qualification, preferably in healthcare management or MBA level (Desirable)
	Ideally Programme and Project Management qualification
	Evidence of continuing professional and personal development

<b>Experience</b>	Significant Senior Management experience in healthcare management, ideally in Primary Care
	Demonstrable experience in managing multidisciplinary clinical and non-clinical teams
	Extensive experience of leading successful change in patient centered services
	Experience of ensuring high levels of staff productivity, efficiency and engagement
	Extensive experience of delivering high quality services
	Extensive experience in ensuring proactive, collaborative and trusted relationships with commissioners and other external stakeholders.
	Experience of delivering against challenging performance targets, and of managing others to do so
	Broad knowledge and experience in PMO: project planning, business planning, effective reporting and project controls, risk and issues management
	Experience in strategic projects or transformation initiatives
	Significant experience of contract retention and successful procurement outcomes.

	Knowledge on all the business functions is an advantage, especially in healthcare operations, Healthcare organisations, Finance, HR, Governance, Quality Assurance and Technology

<b>Skills, Knowledge and Abilities</b>	Strong operational management acumen
	Understanding of the issues facing health services
	Well-developed leadership skills and emotional intelligence
	Strategic thinking and innovation
	Clear understanding of systems management
	Excellent level of attention-to-detail
	Highly developed influencing, persuading and communication skills
	Able to get key messages across on complex issues
	Able to establish and maintain relationships with internal and external stakeholders
	Evidence of successful track record of achieving results in a senior leadership role
	Highly innovative and impact thinking in both business operating model transformation and use of technology and other solutions
	Ability to demonstrate honesty and professional integrity
	Ability to manage a highly complex portfolio and deliver a wide range of objectives within the time available
	Highly customer /patient focused
	Significant people management experience with the ability to negotiate and positively influence both internally and externally.
	Strong interpersonal skills, self-motivation and coaching skills
	High level of financial and commercial acumen
	Analytical skills and capacity to synthesise multi-channel complex reports and information
	Ability to define and develop key reporting data sets to enable oversight and assurances on all aspects of optimal operational service delivery.
	Cultural, political and organisational sensitivity
	Strong written verbal communication skills, including producing high quality presentations
	Networking leadership to manage project teams
	Strong skills in recruitment and retention of staff

<b>Other</b>	Personal energy and resilience
	Ability to think strategically without losing touch with day-to-day service delivery
	Ability to engage others in the process of service change