

OPERATIONS LEAD – JOB FRAMEWORK

Job Title	Operations Lead	Cost Centre	11011 - Brighton
Location	Brighton & surround CTC's	No. of Direct Reports	
Reporting to	Operations Manager	Budget Responsibilities (Y/N)	N

The Function

Marie Stopes UK is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24 hour confidential helpline work, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help, and for our funders. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams of clinical, management and support staff.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

To ensure the smooth running of the centre on a day-to-day basis by overseeing all administration, operations, patient flow, and patient satisfaction. To coach and influence our Clinical Colleagues to deliver against their job frameworks, in line with the expectations of the Operations Manager, Clinical Services Matron and greater MSI strategy. To work strategically in cooperation with the Clinical Team Leaders and the Clinical Services Matron, as well as with the greater UK Business Support, Operations, and Governance teams, in order to maintain the highest level of patient-focused service at all times.

Key Responsibilities

Team Management

- Engage and motivate team members so that they understand and work to achieve centre objectives and KPI's in order to ensure that their role has a positive impact on the centre's success.
- Work proactively and effectively to manage any changes to working practices or resource requirements which impact on team members, service delivery, or client satisfaction.
- Participate in recruitment of new team members, including reviewing CVs, interviewing, and feeding into decision-making and offers.

- Structure local induction plans to ensure new team members understand the requirements of their role and have appropriate training to do the job.
- Assist in the orientation of new team members from across the company
- Input and retrieve computerised team information.

Administration • Supervise our Clinical Colleagues to ensure Patient Records System (CRS) and booking systems are updated accurately.

- To ensure all patient areas are prepared for business; manage the environment during the day, including keeping the waiting room area clean and tidy and replenishing leaflets; close down waiting rooms and reception areas at the end of the day.
- Ensure that filing and archiving is kept up to date, that notes are not left to build up, and that filing/archiving is organised and easy to locate and manage.
- Monitor stock and usage of supplies; co-ordinate purchasing in accordance with centre needs.
- Coordinate the maintenance and necessary repairs of administrative equipment such as printers, fax machines, chip- and-pin machines, etc.

Client Flow, Satisfaction, and Safeguarding

- Serve as duty manager when required .
- Take an active, problem-solving approach to delays, complaints, and other issues, to ensure that any problems that may delay a clients journey are resolved quickly and effectively.
- Regularly monitor client flow, client satisfaction, and other Key Performance Indicators (KPIs), identifying gaps and taking corrective action where appropriate.
- Professionally, empathetically, and effectively manage client complaints and clients and family members who require extra emotional or informational support in their journey.
- Undertake advanced safeguarding training; identify and appropriately escalate and refer any potential or actual safeguarding concerns.
- Demonstrate high standards of confidentiality. • Input and retrieve computerised client information.

General

- With the Operations Manager & Clinical Services Matron to participate in the preparation and implementation of the annual business plan for the centre.
- Deputise for the Operations manager during periods of absence.
- Take a proactive approach to own development.
- Ad hoc project work as directed or required.
- Any other reasonable duties as requested by any member of the Centre Management Team.

Experience

- Operational supervisory experience gained within a customer-focused service industry (essential).

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- Previous experience of managing and leading a team (desirable).
- Able to manage resources effectively (essential).
- Able to work without direct supervision and self-motivate (essential).
- Previous experience in a healthcare environment (desirable).
- IT literacy: confident using MS Outlook, MS Word, MS Excel including some knowledge of mail merges, macros and formulas (essential).

Qualifications and Training

- Educated to Degree level (desirable)
- Maths and English GSCE (essential)

Personal Attributes

- Excellent communication skills, both written and verbal.
- Organised with good planning, prioritising and time management skills.
- Sound persuasion and influencing skills, able to manage upwards effectively.
- Attention to detail with a commitment to a high service delivery.
- Motivated by client satisfaction.
- Assertive and diplomatic.
- Credible, competent and reassuring.
- Positive attitude towards change.
- Willing to grow and develop own skills to meet the needs of the business.
- Looking to progress within the business.
- Pro-choice.

MSI Behaviours and Values

Team Member Behaviours

Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate •

You are courageous in challenging others and taking appropriate managed risks.

Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective • You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role • You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact

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- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.