

Job Description

Job Title	Operations Manager
Location – Office/Country	Essex
Reporting to (Role)	Regional Manager

MSI Reproductive Choices UK is a reproductive health charity, best known for its abortion services which help over 60,000 women a year. Our network of welcoming clinics, together with a 24 hour confidential helpline, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who use our services. 95% of our services are commissioned by the NHS.

Our strategy is to be the charity of choice for the women and men who turn to us for help. We are looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams. We are 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.

This role sits within the UK Operations function, which is responsible for the efficient and effective running of all the clinics within the UK and the delivery of high quality services throughout our UK sites.

It is a role requirement that the post holder must fully comply with and promote the MSI core values: Mission driven, Client Registered, Accountable and Courageous.

The Function

The Operations Manager is responsible for delivering and maintaining operational excellence in the surgical and associated early medical units situated within the region. This post is responsible for the Essex surgical site and local EMUs (the "relevant clinics").

This post is responsible for ensuring the relevant clinics are well led, operate efficiently and deliver the required client volumes and financial performance, whilst ensuring that the client is at the centre of all care and the relevant clinics achieve exceptional levels of client care and satisfaction.

It is a requirement of the position that the post holder successfully applies to become one of the two Registered Managers for the service within six months of commencing in the role. The registered manager, along with the registered provider, is legally responsible and accountable for compliance with the requirements of the Health and Social Care Act 2008 and associated regulations, including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. This post will work alongside the Clinical Services Matron, to ensure that the operational practice in the relevant clinics meets these standards and ensures that there is continuity of leadership in the event that the Clinical Services Matron is absent or unavailable.

The Operations Manager will work closely with the Clinical Services Matron to ensure the effective management of the relevant clinics.

Key Responsibilities

Operational Responsibilities:

- Work alongside the Clinical Services Matron to ensure the efficient and effective running of the relevant clinics, whilst maintaining safe and efficient clinical outcomes.
- Work closely with the National Operations Performance Manager and One Call Capacity Team to maximise diary capacity, ensuring that client volumes are optimised with minimal DNAs/DNPs and empty slots.
- Ensure efficient running of daily surgical and EMA lists, leading to the achievement of operational targets.
- Ensure staff rotas are maintained and sufficient staff are available to deliver the lists proposed.

- Deliver sufficient capacity within the relevant clinics to ensure that client wait-times are minimised.
- Work closely with your Regional Manager and other Operations Managers to develop contingency plans which will minimise risks to performance in any of the region's centres.
- Continually review the productivity and efficiency of the relevant clinics and take appropriate actions to maximise and improve ways of working.
- Monitor, review and understand income and expenditure for the relevant clinics, ensuring expenditure is managed in line with budget. Take appropriate action to ensure budgets are met or exceeded.
- Monitor stock and usage of supplies, co-ordinate purchasing in accordance with centre needs and ensure records are maintained in accordance with statutory regulations and policy.
- Co-ordinate the checking, maintenance and calibration of medical equipment in line with manufacturer, national and organisational guidance.
- Oversee and monitor the cleaning standards for the relevant clinics. Ensure all cleaning documentation is completed consistently and audits are conducted. Take appropriate action if cleaning standards drop below the agreed standard.

Reception and Administration

Effectively manage the front of house team to ensure the following:

- That the reception facilities are well kept, efficient and deliver the highest levels of customer care, empathy and confidentiality.
- Telephones are answered promptly and that calls are handled swiftly and with expert / technical knowledge where required.
- Filing and archiving is well organised and kept up to date.
- Accurate fee information is recorded, including ensuring that fees from private clients are recorded and processed accurately, fee sheets are complete and proper processes are followed for cash handling.
- Client Records System and booking systems are updated accurately.
- Co-ordinate the maintenance and repairs of administrative equipment including computers, printers, fax machines.

Quality

- Work alongside the Clinical Services Matron to ensure consistent and high quality standards of care and governance in all centres.
- Ensure that clinical care is provided in adherence with professional bodies, the NMC Code of Conduct, Scope of Professional Practice and is in accordance with MSI's policies, procedures and guidelines.
- Ensure that MSI policies are appropriately and effectively implemented to ensure desired outcomes are achieved.
- Achieve high levels of client satisfaction, ensure action is taken if a client raises comments/concerns or complaints are received. Ensure that any lessons to be learnt are fed back to the staff in the relevant clinics in a supportive and developmental way.
- Participate in supportive quality reviews and oversee audits, taking a lead role in the implementation and evaluation of actions.
- Ensure all staff are involved in and have knowledge of Infection Control and Prevention procedures relevant to their work areas.
- Ensure all staff have an understanding of MSUK safeguarding practices and procedures.
- Ensure adherence to MSI mandatory audit schedules i.e. Health & Safety, Legionella, Facilities and Cleaning, PPM, Fire Hazard and Emergency.
- Ensure adherence to the information security policy liaising with Information Governance Manager and where necessary Caldicott Guardian

Stakeholder Relationships:

- Ensure strong, ongoing and positive relationships are in place with key stakeholders including CCGs, GPs, and local CQC management.
- Working with the local Contracts & New Business Development Manager to manage the contractual arrangements with commissioners in the region, ensuring that all contracts generate profitable revenue opportunities and that commissioners are provided with accurate reports and all information they require in a timely manner;
- Attend local CCGs meetings and make sure all actions from these meetings are completed in a timely manner.

Health, Safety, Risk and Security

- Ensure systems are in place for the accurate and timely collation of Risk Management data and work closely with the Director of Quality and Assurance to ensure that the Risk Register is maintained for all relevant clinics and accurately reflects high level risks within the relevant clinics
- In collaboration with the Clinical Services Matron, identify potential risks for team members, clients and other visitors to the relevant clinics and ensure controls are put in place to mitigate risks
- Adhere to MSI incident reporting policy and procedures.
- Ensure there is a designated Health and Safety Lead, First Aider and Fire Warden at all times.

Personal and People Development

- Engage and motivate team members so that they understand and work to achieve centre objectives and feel that their role makes a positive contribution to the centre's successes.
- In collaboration with the Clinical Services Matron undertake performance reviews for staff within the relevant clinics and ensure all team members are appropriately inducted, trained and assessed as competent to be able to fulfil their roles.
- Pro-actively establish the learning and development needs of the Front of House team and ensure that these are met within the available resources.
- Drive the recruitment of new team members.
- Manage the front of house teams, including managing rotas, time off in lieu, annual leave, overtime in order to ensure there is sufficient staffing available at all times to run the relevant clinics.
- Ensure regular attendance at Local Integrated governance and business review meetings and any other relevant and appropriate meetings as directed by the Regional Manager
- Carry out duties and responsibilities with regard to MSI's Equal Opportunities policy
- Ensure that team members acknowledge and recognise people's expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals.
- Participate in immediate and appropriate action in the event of misconduct or serious underperformance of team members, seeking support from HR as required and ensuring action is in line with MSI's HR policies.

Communication

- Ensure communication within the region between the Registered Surgical Centres, Early Medical Units, the UK Support Office and external agencies is effective and efficient.
- Ensure the effective communication of the MSI core values and vision and the rationale of the services delivered and available is provided to team members.
- Communicate effectively and sensitively with clients, relatives and the multi-disciplinary team to convey complex and sensitive information, overcoming barriers to understanding and providing support when required.

Service Improvement

- Facilitate learning and service improvement based on client experience and satisfaction feedback from clients and other service users.
- Foster a culture of continuous quality improvement by maintaining awareness of developments and best practice elsewhere within the organisation.
- Participate in the development, implementation and monitoring of corporate and local standards, guidelines, protocols, policies and care pathways.

Experience

- Experienced Operational Manager who has experience gained within a customer focused service industry, ideally within a healthcare environment including being a site Registered Manager
- Experience of managing high client volumes and responding to changes in client demand
- Proven track record of leadership and able to manage a team to include identifying people, developing potential (via constructive feedback, development and encouragement), and performance management
- Able to manage resources effectively and evidence of being a successful budget holder.
- Demonstrates awareness of the importance of working as part of a multi-disciplinary team
- Communicates effectively verbally, in writing and in electronic formats
- Good knowledge of MS Outlook, Word and Excel.
- Ability and willingness to learn about MSI, the partnership, and humanitarian issues and apply this in a commercially focused way

Qualifications and Training

- Educated to degree level (desireable)
- Management or Business qualification (desirable)
- GCSE Maths and English (essential)
- Knowledge or health management and regulatory compliance (desirable)

Personal Attributes

- Resilience
- Excellent communication skills, both verbally and written
- Strong leadership and motivational skills – ability to motivate and support team members
- Organised with good planning, prioritising and time management skills
- Attention to detail with a commitment to high service standards
- Passionate about providing excellent services
- Driven by placing the client at the centre of services and ways of working
- Willing to grow and develop own skills to meet the needs of the business

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 Registered 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 Registered:** 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

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.