

General role information				
Service Manager – Operations				
Regional General Manager				
Band G				
3 Months				
Yes				
Permanent				
Yes				

About MSI Reproductive Choices

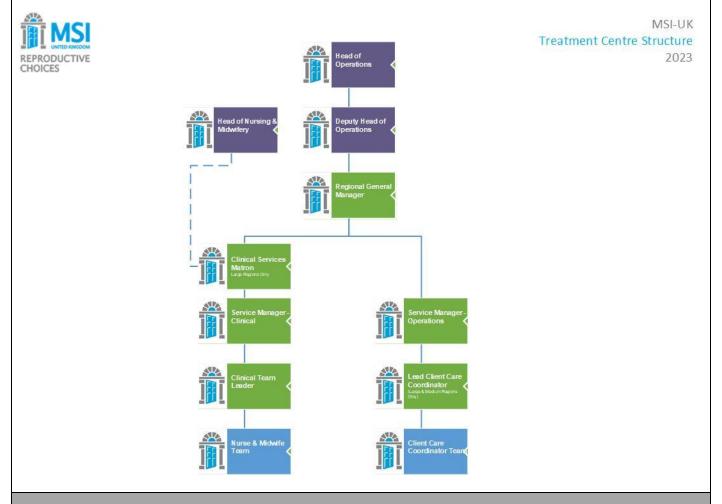
Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate or profits towards creating a positive social change across 36 countries globally.

As one of the world's leading providers of sexual and productive healthcare our aim is simple: to empower clients to make the reproductive choices that right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.



The department/team



The role

Reporting to the Regional General Manager, the Service Manager-Operations will be responsible for providing leadership to their Treatment Centre Operations team to ensure that the operational priorities in their centre(s) are aligned to the overall organisational priorities and are delivered through a clear focus on safety, client experience & sustainability.

The role will support and challenge our Clinical Teams to provide the best possible experience for our Clients through the use of data to inform decision making, close management of resources (people, consumables, equipment, property) and maintaining an work and client facing environment that is professional and fit for purpose at all times.

Close and effective working relationships with the Service Manager-Clinical and Regional General Manager will be essential in being successful in this role.

Job Description: Service Manager - Operations



Role summary						
1	Management		Line manage Operations Team	Communication	Performance & assurance meetings	
2	Leadership		Clear Plan	Continuous Improvement	Advocate with Stakeholders	
3	Patient Safety		 Regulatory requirements 	Safer Staffing Policy"	Audit & Risk Register	
4	Patient Experience		Patient pathways	Patient feedback	Patient facing environments	
5	Organisational Sustainability	People	Recruitment & Retention	Succession Planning	Colleague Experience	
		Patient Demand	Optimise Capacity	Protect & grow market - share	Implement New business opportunities	
		Surplus Generation	Budget Plan	Cost Control	Colleague awareness	

Key Responsibilities

1) Management

- a) Line manage the Treatment Centre Operations team, including:
 - i. Setting of practical objectives and regular performance updates.
 - ii. Proactive management of the employee lifecycle ie recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.
- b) Facilitate clear and regular communication to all Treatment Centre team members to ensure they are aware of and recognise:
 - i. Organisational priorities and focuses.
 - ii. Progress and performance.
 - iii. Individual and team successes along with organisational achievements.
- c) Actively participate in Treatment Centre performance and assurance review meetings.

2) Leadership

i.

- a) Contribute to the formulation of a clear plan for the Treatment Centre team, which includes:
 - i. Short, Medium & Long-Term goals and aspirations.
 - ii. Developing a live Service & Safety improvement plan for each treatment centre.
 - iii. Defining a clear service development plan for each Treatment Centre, with clear outcomes and risks mitigated.
- b) Role model the behaviours of continuous improvement within the Treatment Centre.
 - i. Effectively use the correct data to inform decisions.
 - ii. Be responsive to changes or fluctuations in client, safety or financial demands.
 - iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in patient and colleague experience.
- c) Build a reputation of being a visible and engaging member of the Treatment Centre Management team and Service Manager population.
 - Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded in both directions.

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- ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.
- iii. Actively participate in meetings provide the opportunity for the organisation to learn from our front-line service providers.
- d) Build relationships with internal <u>Stakeholders</u> to support the Treatment Centre teams to work collaboratively to achieve their objectives.
 - i. Act as a change advocate for all transformation projects
 - ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

3) Client Safety

- a) Support the Treatment Centre Management team to ensure regulatory requirements are met in each centre, including DOH,CQC, RSOP standards and take immediate action on any areas identified for improvement.
- b) Coordinating the implementation and maintenance of the Regional Risk Register and CMP audit programme, influencing colleagues to ensure deadlines, actions and quality of information is acceptable.
- c) Coordinate the staff scheduling process and collaborate with the Clinical Services Matron / Service Manager-Clinical to ensure there is never a compromise on the approach to our "Safer Staffing Policy", including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.

4) <u>Client Experience</u>

- a) Collaborate and influence the Clinical Services Matron / Service Manager-Clinical to ensure client pathways are reliable, consistent, and meet the needs of each individual patient.
- b) Influence the Treatment Centre team to seek client feedback and facilitate a responsive and caring approach and response.
- c) Ensure all client facing environments in your Treatment Centres look and feel professional, clean and welcoming.

5) Organisation Sustainability

iv.

- a) Develop and implement a clear People plan for your Operations Team, taking responsibility for:
 - i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.
 - ii. Identify aspirational colleagues and facilitate their development.
 - iii. Identify and develop a clear successor to your role
 - Deliver the best possible Colleague experience & satisfaction, with particular focus on:
 - Creating the best first and last impressions of our organisation with all potential and current colleagues.



Knowledge)	ry colleague have the tools to do their job (eg IT, Equipment,				
• Cultivating a performance.	culture of celebrating success and actively managing under				
Ensuring eve	ry aspirational colleague is supported to reach their full potential. holistic approach to colleague well-being.				
 b) Take the lead in efficiently servicing Client demand: i. Lead the approach to optimise our capacity, with a responsive, proactive and productive methodology. 					
	ctive service development plan to protect and grow our market share				
your geographical re iii. Collaborate with inte business opportunitie	rnal stakeholders (eg Business Development) to implement all new				
 c) Deliver effective surplus generation. Have a clear understanding of the Treatment Centre budget plan and take an active role in mitigating any risks. Implement an approach where there is intelligent investment alongside a strict control of costs, with an active and relevant cost improvement plan. Build a colleague awareness so they are confident on the impact they can make (+ve & - 					
	urplus, engaging them so they are clear of the reasons why we need s and deliver a sustainable organisation.				
Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.					
Please read this document in conjunction with the Person Specification for the role.					
Signature					
By signing below, you indicate that you have read and agree to this job description.					
Full name:					
Signature:					
Date:					