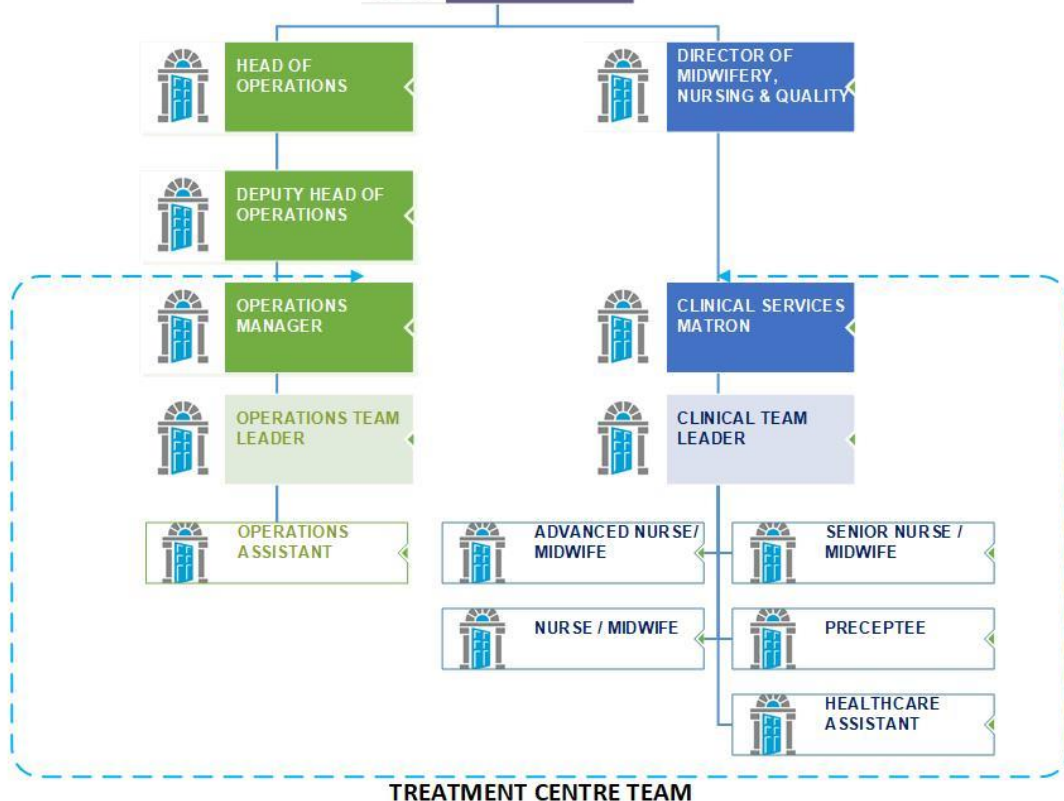


General role information	
Job Title:	Operations Manager – Treatment Centre
Reporting to:	UK Deputy Head of Operations
Salary Band:	TBC
Notice period:	3 Months
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	

The department/team



MSI-UK
Treatment Centre Operations 2022



The role

Reporting to the Deputy Head of Operations, the Operations Manager will be responsible for providing leadership to their Treatment Centre Operations team to ensure a consistent safe and sustainable service in all Treatment Centres and associated services within their cluster.

The post holder will ensure that the operational priorities in their cluster are aligned to the overall organisational priorities delivered through a clear focus on safety, client experience & sustainability.

The Operations Manager is required to be the CQC Registered Manager and the Controlled Drugs Accountable Officer for their Treatment Centres.

The role is required to provide continuous improvement and implement effective change, with support from the Senior Management Team, in order to deliver the objectives within their Treatment Centre.

All Operations Managers will be required to work cohesively with each other and other departments and support each other in order to deliver the overall organisational objectives, ensuring we consistently deliver a safe and sustainable service.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

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"	• Competency skills mix
4	Patient Experience	• Patient pathways	• Patient feedback	• Patient facing environments
5	Organisational Sustainability	People	• Recruitment & Retention	• Succession Planning
		Patient Demand	• Optimise Capacity	• Protect & grow market - share
		Surplus Generation	• Budget Plan	• Cost Control
				• Colleague Experience
				• Implement New business opportunities
				• 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 i.e. 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

- a) Collaborate with the Clinical Services Matron to produce, communicate and implement 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 business plan for each Treatment Centre, with clear outcomes and risks mitigated.
- b) Nurture a culture of **continuous improvement** within the Treatment Centre.
 - i. Effectively use the correct data to inform decisions.
 - ii. Be responsive to changes or fluctuations in patient, safety or financial demands.
 - iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in patient and colleague experience.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

- c) Build a reputation of being a [visible and engaging](#) member of the Treatment Centre Management team and Operations Manager population.
 - i. 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.
 - 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 [Stakeholders](#) 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) Patient Safety

- a) Guarantee all operational [regulatory requirements](#) are met in each centre, including DOH, CQC, RSOP standards and take immediate action on any areas identified for improvement.
- b) Ensure the requirements of CQC Registered Manager and Controlled Drugs Accountable Officer are delivered in a consistent and compliant way.
- c) Collaborate with the Clinical Services Matron 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.
- d) In collaboration with Clinical Services Matron facilitate and implement a clear plan to drive the optimum [competency skills mix](#) in our Nursing and Midwifery Team.

4) Patient Experience

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

5) Organisation Sustainability

- a) Develop and implement a clear People plan for your Treatment Centre 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

- iv. 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.
 - Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
 - Cultivating a culture of celebrating success and actively managing under performance.
 - Ensuring every aspirational colleague is supported to reach their full potential.
 - Embedding a holistic approach to colleague well-being.
- b) Take the lead in efficiently servicing **patient demand**:
- i. Lead the approach to **optimise our capacity**, with a responsive, proactive and productive methodology.
 - ii. Produce and implement an effective business plan to **protect and grow our market share in your geographical region**.
 - iii. Collaborate with internal stakeholders (e.g. Business Development) to capitalise on all **new business** opportunities.
- c) Deliver effective **surplus generation**.
- i. Negotiate with internal Stakeholders to produce a **budget plan** which is stretching, realistic and mitigates as much risk as possible.
 - ii. Implement an approach where there is intelligent investment alongside a strict **control of costs**, with an active and relevant cost improvement plan.
 - iii. Build a **colleague awareness** so they are confident on the impact they can make (+ve & -ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus 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: