

Drake Medical Alliance Primary Care Network (DMA PCN)

Person Specification

(Applications by CV and Covering Letter please, CVs only will be discarded. CV should include date ranges and salary for all previous relevant roles. Cover letter no more than two side of A4.)

JOB TITLE: **OPERATIONS MANAGER**

REPORTS TO: **PCN Clinical Director (Policy) and
Nominated Practice Manager (Administratively)**

HOURS: **Full time or part time**

Qualifications	Essential	Desirable
Educated to degree level in healthcare, management or business		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and/or management qualification		✓
Experience	Essential	Desirable
Strategic understanding and experience of working in the NHS with extensive knowledge and understanding of the roles of the NHS organisation, PCNs and of the primary care sector		✓
Understanding of the governmental policy direction for primary, community and secondary care and as evidenced in the Five Year Forward View		✓
Good practical and conceptual knowledge of healthcare improvement methods and practices		✓
Experience of managing accounting procedures including budget and cash flow forecasting		✓
Experience of developing primary care provision at scale, for example working with a federation or within a collaboration of practices		✓
Knowledge of the regulatory and contractual frameworks for contracts within primary care, for example enhanced services QOF and the standard GP contract		✓
Experience of performance management, including recruitment, appraisal writing, staff development and disciplinary procedures		✓
Experience of successfully developing and implementing projects including establishing working relationships	✓	
Experience of workforce planning, forecasting and development	✓	
Experience of identifying and interpreting governmental policy		✓
Experience of working at a senior level in a project and/or transformation and/or business management area	✓	
Demonstrate ability to plan short, medium and long-term time projects, adjusting plans and resource requirements accordingly	✓	
Experience of implementing and/or working with systems for recording and monitoring operational and strategic performance	✓	
Experience and knowledge of GDPR and data protection	✓	
Skills	Essential	Desirable
Ability to research, analyse and synthesise complex documents to produce strategic option plans.	✓	

Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face	✓	
Excellent interpersonal, influencing and negotiation skills organisation skills with the ability to constructively challenge the view and practices of managers and clinicians	✓	
Ability to develop business cases	✓	
Proficient in the use of IT Office systems e.g. Outlook Word, Excel, PowerPoint and similar products to create plans and reports.	✓	
Experience of clinical IT systems		✓
Be flexible and able to manage sudden and unexpected demands	✓	
Effective time management (planning and organising)	✓	
To be a strategic thinker and planner with the ability to consider and act upon complex issues		✓
To be able to prioritise own work effectively and to direct activities of others		✓
Demonstrate personal accountability, emotional resilience and work well under pressure	✓	
Personal qualities	Essential	Desirable
Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct	✓	
Ability to use own initiative, discretion and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to use own initiative, discretion and sensitivity	✓	
Flexible and cooperative	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	
Able to provide leadership and to finish work tasks	✓	
Ability to maintain confidentiality	✓	
Professional calm and efficient manner	✓	
Effective organiser, influencer and networker	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Evidence of continuing professional development	✓	
Ability to travel across the locality on a regular basis	✓	

This document may be amended following consultation with the post holder to facilitate the development of the role, the practice and the individual.