



Job Title: Operations Manager

Department: Administration

Reporting To: Hospital Director

FURTHER PARTICULARS

Role Description:

You will be responsible for ensuring that the day to day operational performance of the practice is maintained and enhanced. You will develop and manage the implementation of business guidelines and strategies to ensure financial targets are met or exceeded in a fast-changing, competitive environment.

You will report to the Hospital Director and work collaboratively with other departments across the Group to meet the needs of patients and their families, improving the service delivery and patient journey.

You will have excellent communication skills, be care driven, exceptionally organised, thorough, and able to operate in a 24/7 team environment.

Responsibilities and Tasks:

- Work with other members of the management team to bring about positive change and improve upon working practices, business efficiencies, and importantly the best care possible for our patients and their guardians.
- Manage daily operations for the organisation
- Provide strategic input to develop business strategies to deliver clinical and financial performance
- Evaluate performance by analysing and interpreting data and metrics
- Co-ordinate Facilities Management:
 - Ensure practice compliance with Health & Safety regulations
 - Conduct H&S audits and review risk assessments
 - Ensure appropriate Fire Marshall/First Aider training
 - Ensure security of premises in conjunction with Buildings Manager
- Liaise with external providers and suppliers to achieve best fit
- Act as a positive role model to promote team working, respect and excellence
- Represent and promote the practice, its aims and values at all times

In addition to your main duties you will be required to carry out such other duties consistent with your position to meet the needs of the Company and as the Company may from time to time require.

PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"> • Proven experience of effective leadership and management in a busy and unpredictable environment • Demonstrable experience of supporting team members achieve their full potential 	<ul style="list-style-type: none"> • P+L responsibility • Experience in a clinical environment • Management qualification
Knowledge	<ul style="list-style-type: none"> • A competent user of Microsoft Office 	<ul style="list-style-type: none"> • Veterinary market
Personal skills	<ul style="list-style-type: none"> • Adept at coaching team • Good analytical and decision making skills • Ability to work on own initiative and inter-dependently • Good organisational and time management skills • Excellent interpersonal, written and verbal communication skills • Problem solver 	<ul style="list-style-type: none"> • Ability to identify and correct behaviour that impedes performance
Personal Characteristics	<ul style="list-style-type: none"> • Enthusiastic, self-motivated self-starter • Committed to professional and ethical standards • Ability to lead and motivate others • Positive outlook with confidence and belief in own abilities • Ability to work under pressure • Flexible and adaptable 	<ul style="list-style-type: none"> • Proactive in learning and progressing career • Reflective learner
Other	<ul style="list-style-type: none"> • Right to work in the United Kingdom 	
Values	<ul style="list-style-type: none"> • Our Values 	

Application Process

Please send a completed application form, together with a letter of intent to:
recruitment@fitzpatrickreferrals.co.uk