



**Job title: Operations Manager**

**Reporting to: Hospital Director**

**Address:** Fitzpatrick Referrals, Halfway Lane, Eashing, Surrey, GU7 2QQ

**Role description:**

The Operations Manager (OM) is a key member of the management team with responsibility for the day-to-day operation of the practice including high-level project planning and resource management. The OM will be accountable for the quality of the operational performance of the company and will be pivotal in the practice delivering the “four outcomes” – clinical care, client satisfaction, financial resolution and team harmony.

**Key responsibilities:**

- Plan and monitor the day-to-day running of the business to ensure smooth progress
- To respond to all operational issues in a timely fashion
- Work with senior management colleagues to review the clinical services programme to ensure that we deliver the most up to date thinking and methods of good practice
- Liaise with senior management colleagues to make decisions for operational activities
- Evaluate regularly the efficiency of business procedures according to organisational objectives and implement improvements
- Oversee customer/client support processes and organise them to ensure customer/client satisfaction
- Oversee the handling of complaints
- Ensure compliance with Health and Safety and other relevant statutory regulations across the practice
- Evaluate overall performance by gathering, analysing and interpreting data and metrics and suggest/implement improvements
- To 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 business 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 which will contribute to any future appointment. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications and experience	<ul style="list-style-type: none"> <li>• Proven experience of effective leadership, including developing and motivating teams</li> <li>• Experience of managing in a service environment</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership qualification</li> <li>• Business/management qualification</li> <li>• Experience in leading large teams</li> <li>• Experience of managing clinical services</li> </ul>	Application and interview
Knowledge	<ul style="list-style-type: none"> <li>• Awareness of the demand aspects of a busy service environment</li> </ul>	<ul style="list-style-type: none"> <li>• The veterinary industry</li> </ul>	Application and interview
Personal skills	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills</li> <li>• Ability to work on own initiative</li> <li>• Outcome focused</li> <li>• Excellent organisational and time management skills</li> <li>• Ability to work under pressure</li> <li>• Strong attention to detail</li> </ul>		Application and interview
Personal characteristics	<ul style="list-style-type: none"> <li>• Compassionate and caring</li> <li>• Highly motivated</li> <li>• Positive attitude</li> <li>• Flexibility</li> <li>• Receptive to change</li> <li>• Ability to motivate others</li> <li>• Confident</li> <li>• Resilient</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive in learning and progressing career</li> </ul>	Interview
Other	<ul style="list-style-type: none"> <li>• Excellent written and spoken English</li> <li>• Right to work in the United Kingdom</li> </ul>		Interview
Our values	<ul style="list-style-type: none"> <li>• Integrity – We always endeavour to do the right thing</li> <li>• Innovation – We challenge ourselves to develop new and better ways to solve problems</li> <li>• Care – We care passionately about what we do</li> <li>• Education – We are totally committed to learning and sharing knowledge and information</li> <li>• Community – We work best when we work as a team</li> </ul>		

## APPLICATION PROCESS

Please send a completed application form, together with a letter of intent to:

[recruitment@fitzpatrickreferrals.co.uk](mailto:recruitment@fitzpatrickreferrals.co.uk)