

Job Title

Operations Manager

Job Description

As an Operations Manager, you are responsible for the day-to-day organising and coordinating of services and resources, liaising with clinical staff and other professionals, dealing with the public and managing complaints, and anticipating and resolving service delivery issues. You are also required to plan and implement change.

Duties of the job include:

- supervise housekeepers;
- ensure all areas are cleaned to the required standards adhering to the National Specification for Cleanliness;
- manage all the domestic and environmental services;
- monitor and record cleaning standards and monitoring scores;
- manage the facilities management functions at site to ensure all tasks are completed to the required frequencies;
- car park management;
- catering;
- laundry management;
- cleaning management;
- security management;
- portering and logistics management;
- post;
- waste management;
- the helpdesk and switchboard;
- service moves and relocations from conception to implementation and review;
- furniture and equipment management.

Key Skills:

- excellent communication;
- the ability to get on with people at all levels and influence them;
- strong problem-solving and creative skills;
- an ability to stay calm under pressure and keep to deadlines;
- strong interpersonal skills;
- team working and leadership skills;
- attention to detail;
- time management and organisational skills;
- Deadline-Oriented;
- Managing Profitability;
- Statistical Analysis.

GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES

The post-holder is required to familiarise themselves with all policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated
- Listen to and support others and make time to do so
- Seek, acknowledge and value others' experience and contribution
- Acknowledge others' beliefs
- Be courteous and considerate to all
- Treat others fairly and equally
- Be honest and trustworthy and act with integrity
- Encourage others to treat all staff with respect
- Challenge the behaviour of staff who do not show respect to other

CONFIDENTIALITY & DATA PROTECTION

The post-holder must maintain the confidentiality of information about Clients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times. The post-holder must comply with all company Information and Data Protection policies at all times.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for Clients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

MANAGING STRESS

The company has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All staff has a responsibility to act and follow all instructions to protect Clients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

EQUALITY & DIVERSITY

The company has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities for staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

EXPERIENCE REQUIREMENT

Minimum 3-5 years of experience in a healthcare role as an Operations Manager

DESIRABLE QUALIFICATION:

GCSEs (A* to C) or equivalent, in maths, English and IT;

Operations Management Experience;

A degree in any subject.