JOB DESCRIPTION

Title:	**Head Of Operations**
Pay Band	**Competitive** (based on experience)
Responsible to:	**Divisional Board**
Accountable to:	**Executive Partner**
Contract Type	**Permanent, Full Time**

1. Job Role/Purpose

This is a senior leadership role responsible for driving operational excellence across the division.

The Head Of Operations will work closely with the Executive Partner and Divisional Board to lead on strategic operations, workforce leadership, change management, governance, and financial oversight.

This role is pivotal in ensuring our business governance, HR processes, IT infrastructure, and service delivery models are robust, scalable, and aligned with NHS best practices.

You will be the key driver in ensuring that operational and business functions run seamlessly, optimising efficiency while maintaining high patient care standards and staff satisfaction.

2. Key Duties & Responsibilities

Strategic Leadership & Business Management

- Act as a trusted advisor to the Executive Partner and Divisional Board, ensuring effective decision-making across all non-clinical services.
- Provide visionary leadership to the Patient Service Managers and wider administrative teams, ensuring they are empowered to deliver operational excellence.
- Drive business planning, governance, and financial sustainability, ensuring Modality East Surrey remains resilient in an evolving NHS landscape.
- Identify and implement business growth opportunities, including optimising NHS and non-NHS revenue streams.

Operational & Service Delivery Excellence

- Lead the day-to-day operations of the division, ensuring that patient services are delivered efficiently, effectively, and in line with NHS guidelines.
- Drive continuous improvement through service redesign, digital transformation, and workflow optimisation.
- Ensure regulatory compliance, including CQC standards, patient safety protocols, and GDPR requirements.
- Oversee QOF (Quality and Outcomes Framework) and LCS (Local Commissioned Services) performance, ensuring targets are met and optimised for patient care and financial sustainability.
- Oversee rota and workforce planning, ensuring safe staffing levels across all sites.
- Manage and oversee contractual agreements with NHS and external stakeholders.

People Leadership & Workforce Development

- Inspire, mentor, and develop a team of over 120 staff, including three Patient Service Managers, driving a high-performance culture.
- Lead workforce engagement initiatives, ensuring a motivated, well-supported, and adaptable team.

- Drive change management programmes that enable teams to work smarter, adopt new technologies, and streamline processes.
- Support the recruitment, retention, and succession planning of key operational roles within the division.
- Ensure staff performance management is robust, with clear expectations, professional development opportunities, and support structures in place.

Digital, IT & Transformation

- Oversee IT infrastructure, digital tools, and data systems, ensuring optimal efficiency and cyber-security compliance.
- Drive the implementation of AI-driven digital triage systems, patient engagement platforms, and innovative workflow solutions.
- Work in partnership with NHS digital transformation teams to integrate new technology into everyday operational processes.

Finance & Risk Management

- Monitor financial performance, identifying opportunities for efficiency savings and additional income streams.
- Work closely with finance teams to oversee budgets, funding allocations, and financial reporting.
- Lead on risk management, contingency planning, and compliance, ensuring that the division is prepared for external audits and inspections.

Championing Patient Views & Engagement

- Act as a patient champion, ensuring that patient feedback and experience drive service improvement initiatives.
- Work closely with patient participation groups to ensure engagement, transparency, and alignment with community healthcare needs.
- Foster a culture of patient-centred care, ensuring accessibility, equity, and responsiveness in service delivery.

Delivering New Ways of Working & Change Management

- Lead on transformational projects, introducing new ways of working to improve efficiency and quality.
- Drive the modernisation of service delivery models, ensuring they are adaptable to the evolving demands of primary care.
- Work collaboratively with clinical and administrative teams to create a culture of innovation and continuous improvement.

3. Other Responsibilities

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

Equality and Diversity

- To carry out at all times his/her responsibilities in line with the Modality Equal Opportunities Policy and Procedure.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the business, incorporating Risk Management and all other quality initiatives.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the Data Protection Act 1998 and Caldicott Guardian. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- In light of national policy and the due needs of the business it may be necessary for the Partnership to alter the opening hours of the business.
- Undertake any other duties commensurate with the grade of the post and the responsibilities of the Exec Partner for whom the post is supporting.
- To undertake any other duties commensurate with the scope of the role and within your skill set as requested.

4. Knowledge, Skills and Qualities:	
Knowledge:	• Strong knowledge of NHS guidelines, primary care operations, and service delivery models. • Project & change management expertise (PRINCE2, LEAN, or equivalent desirable).
Skills:	• Proven senior leadership experience in business management, healthcare operations (Primary Care preferable), HR, IT, governance, or a related field. • Experience managing complex teams, leading change, and embedding best practices in large organisations. • Financial and commercial acumen, with experience in budget management and risk assessment. • Strong background in business governance, HR processes, digital transformation, and service redesign. • Excellent stakeholder management skills, with the ability to influence at Board level. • Highly Skilled in MS applications including Outlook, Excel and Word and other related software packages. • Strong work ethic as part of a team and working on own initiative.
Personal Qualities	• A strategic thinker who can balance high-level planning with day-to-day operational leadership. • Strong communicator and relationship builder, able to engage with internal teams and external partners. • A visionary leader who thrives in a fast-paced, ever-changing healthcare environment. • A problem solver who can drive continuous improvement and service innovation. • A collaborative and empathetic leader with a commitment to staff development and team empowerment.
STATEMENT:	

This job description will be agreed between the jobholder and the Executive Partner to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.

Post Holder: ……..

Manager: ……

Date: ……