

Job Title: Regional and Local Service Operations Managers – South, UK

Salary: Competitive; Dependant on experience.

Hours: Full Time

Reporting to: Operations Director

Based: North East London / North West London / Worthing / Sutton

AJM Healthcare is a long-established provider of Wheelchair & Community Equipment Services to the NHS and Private Sector. We have over 35 years' experience in these sectors and see ourselves as market leaders/innovators in particularly integrated Wheelchair Services, helping increase independence, choice and the very best Service User outcomes. Our team provide a genuine caring and user-centric and holistic approach that is tailored to each individual, who's needs vary significantly.

The role:

We are now looking to recruit Regional and Local Service Operations Managers to be responsible for and take full control of service operations and delivery, as well as the ongoing development of our North East London, North West London, Worthing and Sutton Service Centres who operate contracts across the whole of the South of the United Kingdom. Staff range from clinical rehabilitation engineers, therapists, customer service, warehouse, equipment decontamination, workshop and field service engineers.

The main role responsibilities will include the following:

- The management of the operational performance, contract service delivery and P&L across multiple sites supporting a number of Wheelchair Service contracts.
- Acting as a senior member of the management team.
- Increase efficiency, contract performance and financial contribution of your assigned contracts.
- To work closely with the Directors to ensure service delivery is provided to agreed standards.
- To deliver and implement continuous improvement initiatives across all assigned services.
- To assist with team resourcing and recruitment in line with business requirements, cost initiatives and P&Ls.
- To support and coach the Service Operations Managers.
- To lead operational change management programmes throughout the regions ensuring compliance with processes.
- To provide the commissioners with regular communications and formal meetings in line with their expectations.

Who we are looking for:

This role presents a real and rewarding opportunity for the right person to make a substantial difference to our service user's outcomes and lives. This is an integral role and an opportunity to be part of the ongoing company growth. We are looking for someone who has the following experience and qualities:

- Experience of managing a service ideally within an operational service led environment with healthcare experience being a distinct advantage.

- Strong leadership and management skills as well as experience, ideally gained in the Healthcare sector from both a Commercial and Operational perspective.
- Ability to coach and lead by example.
- Strong communicative and interpersonal skills to interact with all external and internal stakeholders
- Confident in delivering presentations to external and internal stakeholders.
- Business monitoring and business planning skills, with strong P&L management experience.
- Experience of managing and delivering contractual KPI's.
- Experience in working with commissioned based services or CCG's or other public sectors bodies
- Strong experience of managing people and capable of dealing with a range of managerial and recruitment responsibilities.
- Project management skills and experience especially with the ability to project lead and undertake new contract implementations.
- Good understanding and experience in stock control management.
- The ability and willingness to travel within the region and stay away from home. In emergencies may be required to provide support outside of the designated region.
- Strong and comprehensive commercial awareness
- Knowledge of MHRA standards and ISO 9001 accreditations
- Experience in the field of wheelchairs is highly preferable

What we offer you:

- A competitive salary commensurate with qualifications, skills and experience.
- Company mobile phone and laptop.
- Industry specific awareness training.
- Free on-site parking at all sites.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- A chance to work with a growing, public sector linked business, with opportunity to enhance your own career over time.

Please apply.....

If you feel you have the required experience and skills we have described to be successful in this role, then we would like to hear from you.

If you have not heard from us within 30 days of applying, then it is likely your application has been unsuccessful.