

Job Description

Job title:	Service Operations Manager
Reports to:	Operations Director
Location:	Cambridge and Peterborough

Job Purpose

As Service Operations Manager the job holder is responsible for the operation of the Cambridge and Peterborough Wheelchair Service contract. You are responsible for leading a service management function for a large and geographically dispersed group of wheelchair users. The role encompasses contract KPI delivery, strategic planning, business development, people, contract, and service centre management. The role is accountable for the operational profit and loss, with the key objectives surrounding the efficient and cohesive management of both the logistical and clinical services within the service centre. Ensuring that all service contracts are performing to the appropriate service level agreements in addition to the local service centre KPIs (daily activities and minimising waiting list times etc.).

In addition, the Service Operations Manager will be responsible for helping to set the vision and roadmap for the function and also play a key part in setting the strategy for service delivery.

Main Duties and Responsibilities

Contract Management and Development

- To utilise reports to ensure all contractual service level agreements and internal KPI's are met.
- To regularly review your service centre's KPI'S and act upon any areas of concern or slippage; ensuring effective queue management.
- To build and manage strong relationships with the CCG's, Wheelchair Service (WCS), service users, and suppliers.
- To work in collaboration with the central purchasing team and reporting any failings.
- To ensure good customer relations and that complaints are resolved in a timely manner from point of contact to resolution.
- To embed and foster a customer focused culture within your teams.
- To support the Operations Director in the delivery of the strategic change management programmes within the contract.
- To support all governance and assurance activities as directed by Management.
- To evolve the service by investigating more effective ways to deliver the current service management and additionally, revenue earning prospects.
- To accurately prepare documentation and reports for presentation to both internal and external stakeholders.
- To show commercial awareness when representing the Company at contract and operational meetings.

Staff Management

- To define, set and review the standards, targets and expected levels of output for each department.
- To monitor team and individual performance against department and business objectives, taking appropriate action and consulting HR when necessary for the next course of action.
- To manage, coach, lead, motivate and develop staff on a day to day basis; teaching and explaining to improve their individual knowledge.
- To undertake team briefings, co-ordinate holiday leave requests, monitor and manage sickness levels, undertake one to ones and informal guidance, investigate potential disciplinary matters and be the first line support for their team.
- To manage resources and work volume to ensure requests are processed efficiently and queries are resolved within agreed timescales.
- To maintain effective control over all administration activity in order to achieve the required outcomes.
- To encourage the team to achieve results within a measurable and structured approach ensuring full accountability for problem resolution.
- To be creative in developing alternative strategies to increase productivity and drive performance of your team ensuring any performance issues are dealt with in conjunction with HR and in line with the performance management processes.
- To delegate and distribute workload and tasks as appropriate to other team members.
- To ensure that regular 1-2-1 meetings with the team are conducted to maintain focus and motivation ensuring Customer Service standards and targets are achieved.
- To conduct regular team meetings, to ensure that key points are communicated to all team members and ensure they are actioned appropriately.
- To co-ordinate and manage the day to day operation, implementing operational changes to positively impact the performance of all the contracts both in the short and long term.
- To participate in the recruitment of new staff members in conjunction with HR, including conducting interviews.
- To organise effective induction programmes for new employees in conjunction with HR.
- To provide leadership and mentoring to all Managers.
- To ensure that training needs are identified and relevant training is achieved in a timely manner as well as ensuring ongoing team training, in conjunction with the Training Manager.
- To develop a supportive environment, promoting and strong work ethic and team collaboration.

Service Centre Management

- To efficiently manage the day to day running of the service centre assisting all teams when necessary.
- To ensure compliance with all Health & Safety policies and ISO9002 accreditation standards at all times.

- To assess and manage any issues which arise and proactively inform the relevant person if procedural changes are required.
- To monitor service centre stock levels making sure new stock gets ordered at the correct time.
- To undertake stock takes when requested by the Operations Director of both wheelchairs and parts stores.
- To promote continuous improvement in the Service Centre such as layout changes and other improvements in conjunction with Senior Management.
- To monitor and report back to the SHEQ Manager any procedure or working instructions, which you find could be improved or changed.
- To ensure quality control is maintained in all areas and within Company guidelines ensuring all staff are trained in the Quality Management System (ISO9001:2015).
- To ensure the satisfactory maintenance of all company property at your Service Centre including company vehicles.
- To participate as required at Management meetings.
- To conduct regular visits to the company's different service centres as instructed by the Operations Director or as work commitments require.
- To continuously conduct yourself in a professional manner, always ensuring confidentiality is maintained.
- To take responsibility for service centre housekeeping to include maintenance and recycling, in compliance with company policy.
- To assist with adhoc tasks as and when required by your manager, including Contract commencement and ending activities.

Additional Information

Professional Standards

All staff must comply with the Company's professional standards expectations.

Equal Opportunities and Dignity at Work

It is the aim of AJM Healthcare to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end AJM Healthcare has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Appraisal

All staff will actively participate in an annual appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

Safeguarding

AJM Healthcare is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to AJM's Records Management Policy. Staff should be aware that patients' records throughout AJM Healthcare will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with AJM Healthcare Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and AJM Healthcare Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by AJM Healthcare to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially

inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within AJM Healthcare is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow AJM Healthcare infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in AJM Healthcare. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Job Description

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post-holder.