

AJM Healthcare

Role: Service Operations Manager

Salary: Dependant on experience

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

The role:

We are now looking to recruit a Service Operations Manager to be responsible and take full control of operations and staff at our busy service centre. Staff range from therapists, customer service, warehouse, equipment decontamination, production workshop and field service engineers.

The job holder will be accountable for the following:

- The efficient management of the logistical and clinical services and contracts within the remit of the service centre.
- Ensuring that all contracts are performing to agreed service level agreements and all KPI's.
- Managing the local operational profit and loss appropriately.
- Ensuring departmental compliance with regulatory standards, best practice, policies and procedures, health and safety rules & regulations and Company standards
- Maintaining positive and effective working relationships within the service centre, with other company functions and externally with customers and suppliers.
- Managing, coaching and supporting all service centre staff.
- Building strong working relationships with our customers.

We are looking for someone who:

This role presents a real and rewarding opportunity for the right person to make a substantial difference to our service users outcomes and lives. We are looking for someone who has the following experience and qualities:

- The ideal candidate will be goal orientated, have experience of managing 20+ staff and possess strong budget management.
- Experience of managing a private service contract on behalf of the NHS would be a distinct advantage.
- Experience of managing staff within a high activity service centre environment.
- A customer centric approach and will champion this with all staff.
- Excellent communication skills with the ability to interact with both internal and external stakeholders, ideally experience in working with commissioned based services or CCG's or other public sectors bodies.
- Commercial awareness and ability to represent AJM Healthcare at contract and operational meetings.
- Experience of managing reporting to ensure all contractual service level agreements and internal KPI's are continuously met.

- Ensuring all Health & Safety, ISO9002 and other accreditation standards are maintained and compliant at all times.
- Computer literate with good working knowledge of Word and Excel with the ability to prepare documentation and reports for presentation to both internal and external stakeholders.
- Experience of computerised customer service planning, stock control and logistics/warehousing business systems.
- Experience of physical stock control processes, fleet management and workshop management
- Experience in wheelchair maintenance would be a distinct advantage, but not essential, although an electro/mechanical back is highly preferable.
- Someone who can converse at all levels with contract stakeholders.
- Must live within reasonable commuting distance of the service centre, considering local traffic constraints.
- Hold a current full driving licence.
- An enthusiastic and motivated individual who strives to succeed using a service centre excellence ethos approach. Must be flexible, adaptable and positive in their approach to work and be prepared to do what it takes as activity peaks at certain times of the year.

What we offer you:

- A competitive salary commensurate with qualifications and experience.
- Company pension contributions.
- Company mobile phone and laptop.
- Company vehicle
- Industry specific awareness training.
- Free on-site parking.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- Full training is provided with further opportunities to move in the company for the right candidate.
- A chance to work with a growing, public sector linked business, with an opportunity to enhance your own career over time.

This position is working in a regulated environment and will therefore be subject to an enhanced DBS disclosure check. Cost will be covered by the Company.

Proud Member of the Disability Confident Employer Scheme.

AJM Healthcare is an equal opportunities employer who does not discriminate based on race, gender, religion, marital status, age, physical or mental disabilities, medical condition. AJM will generally offer an interview to any applicant that declares they have a disability and meets the minimum





criteria for the job as defined by the employer. Please note, during certain high volume recruitment times, AJM may wish to limit the overall number of interviews offered to both disabled people and non-disabled people.

