

JOB TITLE:	OPERATIONAL SUPPORT MANAGER
LOCATION:	PML Office, CSIC, Mewburn Road, Banbury
SALARY:	£27,500 – 32,500 per annum (dependent on experience)
HOURS:	37.5 (Full time)

We are looking to recruit Operational Support Manager to join our dynamic organisation. The purpose of this role is to provide operational support to Development Managers responsible for designing and implementing a range of primary and community care services and related projects. We are looking for creativity, problem solving skills and excellent communication skills.

The postholder will work within what can be a busy, often demanding, but highly rewarding environment. Occasional travel to various locations in Oxfordshire and Northamptonshire, will be required from PML's central office in Banbury. (NB: PML expects to relocate to North Bicester in the Autumn of 2018)

We are offering a Operational Support Manager the opportunity to apply, and to learn, the skills that are needed to work alongside our existing managers and clinical leaders.

About PML:

Principal Medical Limited (PML) is a GP owned and led 'not for profit' primary care organisation, run by GPs and health professionals.

PML was founded in 2004 by a small group of General Practitioners, with the main aim of ensuring that local NHS healthcare professionals had an opportunity to bid for, and provide, innovative primary care services in their local area. In the years since it was formed, the organisation has grown and now more than 60% of GP practices in Oxfordshire and 30% of those in Northamptonshire are associated with PML. We are a 'not-for-profit' organisation, which means that monies generated through service contracts is ploughed back into providing patient care. PML continues to expand and to build robustness in our skilled team.

About the Job:

This post supports the company's Development Managers who are responsible for the smooth, efficient and profitable running of a range of primary and community care services, and for maintaining a happy and committed team. They also keep abreast of forthcoming changes in the NHS and develop options for responding to change.

Job responsibilities:

The postholder will:

- Demonstrate good interpersonal social and communication skills and have general management experience of the following:
 - Service development and future planning
 - Personnel and training
 - Finance and profitability
 - Information technology

- Premises and equipment
- Patient services and External relationships
- Confidentiality
- Health and Safety
- Equality and Diversity
- Support the Development Managers in the planning and implementation of projects.
- Steer proposals and changes through appropriate sign off requirements, and execute against agreed timeframes
- Manage a number of small and complex projects concurrently, with direction.
- Work with managers and clinical leaders to facilitate business development.
- Take responsibility for the delivery of a number of projects, escalating or resolving blocks to progressing projects.
- Work as part of a team of managers to ensure business continuity, by providing support and cover for short-term absences, as required.

Quality:

The post-holder will strive to maintain quality within PML, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
- Work effectively with individuals in other agencies to meet patient’s needs
- Effectively manage own time, workload and resources
- Participate in audit, where appropriate

Personal/Professional development:

The post-holder will:

- Participate in the company’s mandatory training programme and an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

This job description seeks to outline the key duties and responsibilities of the post holder and is not a definitive document, nor form part of the main statement of terms and conditions. This job will be reviewed periodically and changes may be made in consultation with the post-holder.

Signed: Date :



Person Specification: **OPERATIONAL SUPPORT MANAGER**

Essential	Desirable
Education / Qualifications	
<ul style="list-style-type: none"> A degree qualification (e.g. Business Studies, Economics), or equivalent work experience 	<ul style="list-style-type: none"> Prince 2 Practitioner Leadership experience in managing multiple projects
Knowledge and Experience	
<ul style="list-style-type: none"> Must be task orientated, process driven and methodical in their approach 	<ul style="list-style-type: none"> Familiarity with project management software, such as Microsoft Project
<ul style="list-style-type: none"> Good understanding of technology landscapes and able to learn, understand, and apply new technologies 	<ul style="list-style-type: none"> Good understanding of technology landscapes (including servers, networks, managed environments)
<ul style="list-style-type: none"> Experience at working both independently and in a team 	<ul style="list-style-type: none"> Line management and team leadership experience
<ul style="list-style-type: none"> Good written and oral communication skills 	
<ul style="list-style-type: none"> Full UK Driving license 	
Skills and Abilities	
<ul style="list-style-type: none"> Energetic and highly-motivated individual with a strong desire to work in a dynamic environment 	
<ul style="list-style-type: none"> Possess good communication skills – both verbal and written 	
<ul style="list-style-type: none"> Demonstrated ability to meet with stakeholders and off-site personnel/management 	
<ul style="list-style-type: none"> Be able to cohesively work with other staff and third parties to complete project activities and resolve issues 	
<ul style="list-style-type: none"> Strong interpersonal skills 	
<ul style="list-style-type: none"> Able to think logically and laterally 	
Personal Attributes	
<ul style="list-style-type: none"> Ability to effectively prioritise and execute tasks in a high-pressure environment. 	
<ul style="list-style-type: none"> Be able to work under pressure and to strict timescales 	