
JOB TITLE:	Federation Operations Manager
LOCATION:	Central Office, North Bicester
SALARY:	£40,000-£45,000 dependent on experience
HOURS:	37.5 hours per week (full time)
REPORTS TO:	Director of Clinical Services

We are looking to recruit an experienced manager to join our dynamic organisation.

The successful candidate will be based at PML's central office which will relocate from Banbury to Bicester at the end of 2018, and will join a team that takes pride in its 'can do' approach, in what can be a busy, often demanding, but highly rewarding environment.

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 the money we generate through service contracts is ploughed back into providing patient care.

About the Job:

This new role is multi-faceted and will play a key part in the future development of both the organisation and its membership of Northamptonshire based GP practices. The role requires regular weekly travel throughout Northamptonshire and Oxfordshire. The successful candidate will:

Federation Development

- Act as a senior representative of PML reflecting the organisational culture in all decision making and engagement with stakeholders;
- Maximise the Federation's influence on the delivery of clinical services within an agreed geographical area
- Support the Executive Directors by providing leadership and strategic direction within the PML Federation;
- Liaise with the Director of Finance and Performance to ensure the PML Federation operates within the agreed annual financial envelope.
- Liaise with member practices to maintain and develop services provided through a federated model;
- Negotiate and secure future contracts on behalf of PML Federations;
- Influence the strategic design of health and wellbeing services through collaboration with other provider/commissioning organisations;

- Provide support to practices under pressure within the PML Federation, assuring goodwill to and between members;
- Support general practice within the locality to maintain existing services and generate new business opportunities;
- Support education and training to secure a high quality workforce.

Team management

- Development of an employee-oriented company culture that emphasises quality, continuous improvement, key employee retention and development, and high performance,
- Set clear goals, delegate tasks and set deadlines,
- Maintain up-to-date staff related HR documentation,
- Provide effective feedback, inspire and motivate team members,
- Support and mentor staff, both as individuals and as team members.

Operational Management

- Have operational responsibility for the delivery of identified clinical services provided under the PML umbrella including the line management of support staff working within those identified services;
- Ensure systems are in place to monitor, evaluate and deliver against service key performance indicators / CQC standards;
- Annually prepare and update relevant service development plans,
- Develop expertise and day to day operational knowledge of IT systems and databases used in PML services, in particular EMIS and System1;
- Manage service budgets on behalf of the Director of Clinical Services and keep a watchful eye on expenditure;
- Monitor the skill-mix and deployment of staff;
- Support and mentor staff, both as individuals and as team members;
- Have a working knowledge of employment law and the implications / impact it may present
- Prepare reports and workforce plans for the Director of Clinical Services, as required;
- Participate in corporate meetings, including as a member of the Governance Group and Senior Management Team.

Quality and Risk Management

- Be responsible for the management/coordination of incidents and complaint investigations relating to accountable services, ensuring recommendations on organisational learning are both highlighted and actioned where appropriate;
- Report, manage and mitigate any clinical risk;
- Provide advice and support to staff in respect of quality and governance issues;
- Undertake audits on service standards, infection control and produce reports with recommended actions as appropriate;
- Ensure that service continuity plans are current and robust;
- Liaise with the Director of Clinical Services to report performance issues;
- Responsible for coordinating Information Governance arrangements and compliance with the IG toolkit on behalf of PML.

Personal / Professional Development

- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Participate in any training programme implemented by the company.

- Effectively manage own time, workload and resources.
- Assess own performance and development and take accountability for own actions, either directly or under supervision.

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

Person Specification: Federation / Ops Manager

REQUIREMENTS	ESSENTIAL	DESIRABLE
Education / Qualifications		
Formal management qualification		Y
High standard of English and Mathematics	Y	
Knowledge and Experience		
Experience of managing health services for at least 3 years	Y	
Understanding of primary care services	Y	
Competent in the use of IT systems (Microsoft Office, EMIS, System 1)	Y	
Skills and Abilities		
Financial management		Y
Performance / contract management		Y
Change / systems management		Y
Quality management		Y
Business development		Y
Registered Clinician		Y
Personal Attributes		
Self-motivated	Y	
Hardworking	Y	
Politically astute	Y	
Problem solving	Y	
Motivate staff	Y	
Other		
UK Driving licence	Y	
Right to work in the UK	Y	