



Job Title: Operations Manager
Location/Base: Highgate Hospital
Dept.: Non-clinical Services
Reporting to: Hospital Director

1. JOB PURPOSE:

Responsible for the operations of non-clinical areas:

- Non-Clinical Operations Team including: Reception (Front of House and Outpatients), Client Self-Pay & Contracts, Catering, Housekeeping and Porter Service
- Environment Services including: Grounds and gardens, Car parking, Security, Waste management, Pest control, Window cleaning
- Operational Projects including all hospital and departmental refurbishment projects
- Building & Engineering Services
- Administration Services including Appointments & Medical Records
- Risk Management and Health & Safety (in conjunction with Quality and Administration Co-Ordinator)
- Link Support to IT
- Link Support to Holly Appointments Function

A member of the Senior Management Team, providing leadership to improve non-clinical operations and make strategic decisions.

2. KEY ACCOUNTABILITIES

- Defines, sets and audits Customer Service standards to ensure continual improvement is achieved, Champion for the patient experience and patient environment.
- Responsible for the effective operational management of non-Clinical services, setting and monitoring goals and standards of performance giving assurance to the Hospital Director that key performance indicators (KPIs) are achieved.
- Provides a high-level customer focused service ensuring all staff develop excellent customer care skills which meet and exceed customers' (patients' and Consultants') expectations.
- Ensures that the hospital is cleaned to an acceptable standard, consistent with the special requirements of kitchens and infection control policies; Provides facilities that are clean, undamaged and appropriate to a flagship private hospital.
- Oversees the provision of an efficient catering service to patients, Consultants, visitors, and staff of the highest quality and nutritional content.

- Oversees the provision and performance of Administrative Departments including (but not limited to) Patient Services and NHS & Contracts.
- Works alongside the NHS Contracts Manager & Hospital Director to engage with Clinical Commissioning Groups, local Trusts and others such as NHS Funded Organisations (where required) and in order to maintain and develop NHS Services.
- Ensures that non-medical equipment is maintained and serviced to the highest standards and compliant with policy and legislation.
- Oversees the provision of an efficient and timely porter service.
- Oversees all hospital and department refurbishment projects.
- Involved in the development and documentation of a comprehensive hospital business plan with the Senior Management Team.
- Leads a culture change in non-Clinical areas so the non-Clinical team become a high performing, responsive team successfully delivering their objectives and communicating with each other to deliver joined-up non-clinical services through collaborative working when required.
- Ensures all staff are aware of and compliant with organisational policies and legislation in general and in relation to customer care management.
- Manages the team staffing requirement/plan to ensure future workforce requirements are known and strategies identified to meet these requirements utilising a mixture of in house and contractor services as appropriate.
- Works alongside the Group Health and Safety Lead, Hospital Director and / or the Quality and Administration Co-Ordinator to develop and manage the Health and Safety/Risk Management Plans across site.
- To work with all members of the Senior Management Team to develop and maintain the Business Continuity Plan.
- Responsible for the review, development and implementation of all security measures.
- Ensures that the hospital environment is safe, welcoming, clean, hygienic, in good repair and sensitive to the needs of patients thereby supporting patients' recovery and wellbeing.
- Provides On-Call support to the Hospital where required.

3. MANAGERIAL COMPETENCIES

- To lead by example and to actively promote our values and ensure that our mission statement is always at the heart of your departments service delivery.
- To ensure the effective management, recruitment, development, guidance, recognition, communication, coaching and training of all direct reports is according to Aspens operating procedures and our company policies.
- To create the right working conditions and ensure that resources are available; more importantly, creating a culture, working relationships and the motivation to inspire people to be their best by always promoting a positive working environment.
- To always be a solution orientated problem solver, be technically savvy and ensure the proper controls of the resources under your control. To continually seek ways to improve efficiencies not only in your own department but in our business and to raise them appropriately to your line manager.
- To actively contribute to the future success of the organisation and in particular to your department by identifying new opportunities; by recommending, developing or improving services.
- To have a clear vision of the organisations objectives and the capability to communicate that vision to all direct reports so that they are inspired to share it and work collaboratively to achieve it.

4. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (2018), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 2018 and the Human Rights Act 2000. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



Operations Manager PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications:	<ul style="list-style-type: none">• Secondary School Education• Certificate/Diploma in Management• Relevant Hotel Services/Customer Care qualification or equivalent	<ul style="list-style-type: none">• Graduate
Specific training Skills Knowledge required:	<ul style="list-style-type: none">• Committed to providing personalised excellent customer service.• Quality improvement• Excellent communication and Interpersonal skills, with the ability to build credible relationships at all levels• Dynamic and energetic leadership skills• Understanding of managing and leading people to ensure the desired results are achieved.• Able to energise, shape and direct teams to maximise motivation and meet objectives.• Demonstrates commercial and business acumen via a track record of providing financially viable, effective services• Planning and Organisation• Motivation of Self and Others• Excellent IT skills• Excellent presentation skills	

	<ul style="list-style-type: none"> • Teaching and Coaching • Interviewing 	
Experience	<ul style="list-style-type: none"> • Significant experience at management level in a private hospital, luxury hotel or similar corporate environment • Performance Management • Project Management • Customer Management • Team Management • Committee Membership • Budgetary Management • Conflict Management 	<ul style="list-style-type: none"> • Participation in research projects • Private hospital experience • Purchasing and stores experience
General temperament:	<ul style="list-style-type: none"> • Positive approach and can-do attitude • Assertive, Accountable and Resilient • Advanced customer care expertise • Multi-tasker, able to organise many different services • Appropriate professional attitude and appearance to act as a visible role model for the facility and Non-Clinical Teams • Challenges behaviour that undermines collaborative working • Effective relationship management with all staff and key stakeholders 	<ul style="list-style-type: none"> •

Author:	Douglas Watson	Date:	29/06/2021
Revision:		Date:	
Agreed Post Holder:		Date:	
Agreed Manager:		Date:	