

Job Description:

Senior Operations Service Manager – East Division



General role information	
Job Title:	Senior Operations Service Manager – East Division
Reporting to:	Regional General Manager
Salary Band:	Band H
Notice period:	3 Months
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

Job Description:

Senior Operations Service Manager – East Division



The role

Reporting to the Regional General Manager, the Senior Operations Service Manager – East Division will be responsible for providing leadership to their Region's Operations team to ensure that the operational priorities in their Region are aligned to the overall organisational priorities and are delivered through a clear focus on safety, client experience & sustainability.

The role will support and challenge our Clinical Teams to provide the best possible experience for our Clients through the use of data to inform decision making, close management of resources (people, consumables, equipment, property) and maintaining a work and client facing environment that is professional and fit for purpose at all times.

Close and effective working relationships with the Clinical Services Matron and Regional General Manager will be essential in being successful in this role. The role is required to provide continuous improvement and implement effective change, with support from the Senior Management Team, to deliver the objectives within their Region.

All OSMs will be required to work cohesively with each other and other departments and support each other to deliver the overall organisational objectives, ensuring we consistently deliver a safe and sustainable service.

In addition, the Senior Operations Service Manager will be a role model in how they deliver their Operations Service Manager responsibilities as well as supporting the Regional General Manager and Associate/ Head of Operations with the coaching, communication, and transformational project implementation within the Regional Operations Management population.

It is expected that approximately 90% of the role will consist of local OSM responsibilities and 10% will be remotely supporting the East Division priorities from base location. Local priorities will take precedent and there will be times when 100% of time is utilised delivering the local OSM responsibilities.

Role summary – Operations Service Manager (90%)

1	Management		• Line manage Operations Team	• Communication	• Performance & assurance meetings
2	Leadership		• Clear Plan	• Continuous Improvement	• Advocate with Stakeholders
3	Patient Safety		• Regulatory requirements	• Safer Staffing Policy	• Audit & Risk Register
4	Patient Experience		• Patient pathways	• Patient feedback	• Patient facing environments
5	Organisational Sustainability	People	• Recruitment & Retention	• Succession Planning	• Colleague Experience
		Patient Demand	• Optimise Capacity	• Protect & grow market - share	• Implement New business opportunities
		Surplus Generation	• Budget Plan	• Cost Control	• Colleague awareness

1) Management

- a) **Line manage** the Treatment Centre Operations team, including:
 - i. Setting of practical objectives and regular performance updates.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

- ii. Proactive management of the employee lifecycle i.e. recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.

- b) Facilitate clear and regular **communication** to all Treatment Centre team members to ensure they are aware of and recognise:
 - i. Organisational priorities and focuses.
 - ii. Progress and performance.
 - iii. Individual and team successes along with organisational achievements.
- c) Actively participate in Treatment Centre **quality & performance review meetings**.

2) **Leadership**

- a) Contribute to the formulation of a **clear plan** for the Treatment Centre team, which includes:
 - i. Short, Medium & Long-Term goals and aspirations.
 - ii. Developing a live Service & Safety improvement plan for each treatment centre.
 - iii. Defining a clear service development plan for each Treatment Centre, with clear outcomes and risks mitigated.
- b) Role model the behaviours of **continuous improvement** within the Treatment Centre.
 - i. Effectively use the correct data to inform decisions.
 - ii. Be responsive to changes or fluctuations in client, safety or financial demands.
 - iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in patient and colleague experience.
- c) Build a reputation of being a **visible and engaging** member of the Treatment Centre Management team and Service Manager population.
 - i. Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded appropriately in both directions.
 - ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.
 - iii. Actively participate in meetings, provide the opportunity for the organisation to learn from our front-line service providers.
- d) Build relationships with internal **Stakeholders** to support the Treatment Centre teams to work collaboratively to achieve their objectives.
 - i. Act as a change advocate for all transformation projects
 - ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

3) **Client Safety**

- a) Support the Treatment Centre Management team to ensure **regulatory requirements** are met in each centre, including DOH, CQC, RSOP standards and take immediate action on any areas identified for improvement.

- b) Coordinating the implementation and maintenance of the Regional [Risk Register](#) and [CMP](#) audit programme, influencing colleagues to ensure deadlines, actions and quality of information is acceptable.
- c) Coordinate the staff scheduling process and collaborate with the Clinical Services Matron to ensure there is never a compromise on the approach to our "[Safer Staffing Policy](#)", including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.

4) Client Experience

- a) Collaborate and influence the Clinical Services Matron to ensure [client pathways](#) are reliable, consistent, and meet the needs of each individual patient.
- b) Influence the Treatment Centre team to seek [client feedback](#) and facilitate a responsive and caring approach and response.
- c) Ensure all [client facing environments](#) in your Treatment Centres look and feel professional, clean and welcoming.

5) Organisation Sustainability

- a) Develop and implement a clear People plan for your Operations Team, taking responsibility for:
 - i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.
 - ii. Identify aspirational colleagues and facilitate their development.
 - iii. Identify and develop a clear successor to your role
 - iv. Deliver the best possible [Colleague experience](#) & satisfaction, with particular focus on:
 - Creating the best first and last impressions of our organisation with all potential and current colleagues.
 - Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
 - Cultivating a culture of celebrating success and actively managing under performance or poor behaviours.
 - Ensuring every aspirational colleague is supported to reach their full potential.
 - Embedding a holistic approach to colleague well-being.
- b) Take the lead in efficiently servicing [Client demand](#):
 - i. Lead the approach to [optimise our capacity](#), with a responsive, proactive and productive methodology.
 - ii. Contribute to an effective service development plan to [protect and grow our market share in your geographical region](#).
 - iii. Collaborate with internal stakeholders (eg Business Development) to implement all [new business](#) opportunities.
- c) Deliver effective [surplus generation](#).
 - i. Have a clear understanding of the Treatment Centre [budget plan](#) and take an active role in mitigating any risks.

- ii. Implement an approach where there is intelligent investment alongside a strict **control of costs**, with an active and relevant cost improvement plan.
- iii. Build a **colleague awareness** so they are confident on the impact they can make (+ve & -ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus and deliver a sustainable organisation.

Role summary – Senior Operations Service Manager (10%)

6	Coaching	<ul style="list-style-type: none"> Mentoring newly appointed Operations Service Managers 	<ul style="list-style-type: none"> Operational Management Skills Gap 	<ul style="list-style-type: none"> Consistent UK Wide Approach
7	Communication	<ul style="list-style-type: none"> Advocate with Stakeholders for Operations Service Manager Population 	<ul style="list-style-type: none"> Support cascading of information and key priorities 	<ul style="list-style-type: none"> Deputise for Regional General Manager
8	Implementation	<ul style="list-style-type: none"> Represent Operations Management in Task & Finish Groups 	<ul style="list-style-type: none"> Support Operations implementation of any transformation projects 	<ul style="list-style-type: none"> Support the post-implementation review process

Key Responsibilities

6) Coaching

- a) **Mentor** newly appointed Treatment Centre Operations Service Managers:
 - i. In collaboration with Regional General Manager, agree initial objectives and induction plan and work with the new Operations Service Manager to formulate a plan to deliver.
 - ii. Build a productive working relationship where the newly appointed Operations Service Manager feels the appropriate amount of challenge, along with a high level of support.
 - iii. Work with the newly appointed Operations Service Manager to ensure an active PDP is in place post probationary period.
- b) Support the Regional General Managers to identify and resolve any **Operations Management Skills Gaps**:
 - i. Produce a clear Training Needs Analysis, based on Technical and Behavioural skills.
 - ii. Influence Operations Service Manager colleagues to formulate a development plan for aspirational Lead Client Care Co-ordinators.
- c) Support the Regional General Managers and Head of Operations in driving a **consistent UK-Wide approach** in the way in which our Operations Service Manager team deliver results.

7) Communication

- a) **Advocate with Stakeholders** on behalf of the Operations Service Manager population.
- b) Support the Regional General Managers in the **cascading of information and key priorities**.
- c) **Deputise for the Regional General Manager**.

8) Implementation

- a) Represent Operations Service Manager population in Task & Finish Groups.
- b) Support Operations Implementation of any transformation projects.
- c) Support the post-implementation review process.

Job Description:

Senior Operations Service Manager – East Division



Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date:

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org