

## **Park Road Surgery**

37 Park Road  
Teddington  
Middlesex  
TW11 0AU

Vacant Position: **Operational Manager**

### **Job summary**

We are seeking an experienced and motivated Operations Manager to join our supportive and high-performing GP Practice team. This is an exciting opportunity for someone with strong leadership and organisational skills to contribute to the smooth running of the practice and help deliver high-quality care to our patients.

The successful candidate will be responsible for overseeing day-to-day operations, managing the reception team, supporting the Practice Manager, and deputising for them when required.

This role is based at the surgery in Teddington. The role is part-time (25 hours per week), but you should be flexible and be available throughout the practice opening hours (8am to 6.30pm) Monday to Friday, as required and agreed.

### **Main duties of the job**

1. Lead the reception team - including performance management and rota planning
2. Oversee daily non-clinical operations - including patient registration, document management, responding to emails, insurance reports and medical reports requests and referrals
3. Oversee online triage request process – ensuring that reception deal with as many as possible, within agreed protocols
4. Provide operational support to the Practice Manager and deputise in their absence
5. Use the Surgery telephony system to audit call data, identify peak times, and inform staff planning and service improvements
6. Maintain compliance with CQC, GDPR, NHS England, and local ICB requirements
7. Manage facilities, stock, suppliers, and IT systems / equipment
8. Handle patient complaints, within agreed protocol, and implement service improvements based on feedback

9. Support financial and performance processes including claims for QOF, LCS, DES, and other commissioned services
10. Coordinate reception meetings and represent the practice with external stakeholders as required
11. Be responsible for medical records management – including Subject access and online records requests
12. Coordinate processes and strategies around patient recalls

## **About us**

We are a well-established training GP Practice with a patient list size of approximately 12,600.

We are proud to have received a Good rating from the CQC and are actively involved in our local Primary Care Network (PCN).

The practice also benefits from the support of Additional Roles Reimbursement Scheme (ARRS) staff employed through the PCN, including clinical pharmacists, social prescribers, and a Mental Health Care Worker. These team members play an integral role in enhancing the quality and breadth of services we offer to our patients.

The practice team are guided by values that prioritise patient care, staff well-being, and continuous improvement. Our key values include respect, dignity, compassion, and a commitment to quality of care.

We foster a collaborative and supportive environment, where everyone feels valued and empowered. Open communication, shared learning, and accountability are central to how we work together to deliver the best possible care to our community.

You will be joining a friendly, experienced team in a well-organised practice environment. We feel that this role would be a good development opportunity, for someone looking to work in practice management.

## **Job description**

### **Job responsibilities**

Purpose of the Role:

The Operations Manager will be responsible for the day-to-day managing of the reception team of the practice, including supporting the reception supervisors.

This individual will work closely with and provide critical support to the Practice Manager, stepping up in their absence to maintain business continuity.

Key Responsibilities:

1. Operational & Administrative Management

- Oversee the daily running of all non-clinical functions, ensuring the practice operates efficiently and professionally.
- Manage appointment scheduling, online triage requests, patient registration, medical records, and administrative workflows.
- Ensure timely processing of patient correspondence (e.g. referrals, test results, prescriptions).
- Use Surgery telephony system to manage inbound call data; regularly audit call activity to identify peak times and share insights with the reception team to improve call handling and staff allocation.
- Oversee patient recall processes to ensure that they efficient and good progress is made towards maximum achievement.
- Manage the clinician's appointment schedule and diary management in Medicus
- Manage the process of receiving SARs, insurance and medical report requests and ensure these are responded to promptly.

## 2. Reception & Administrative Staff Management

- Lead, supervise, and support the reception team, alongside the reception supervisors.
- Oversee staff rotas and ensure appropriate coverage during peak hours
- Conduct recruitment, inductions, training, and performance reviews.
- Foster a collaborative and professional culture within the administrative team.
- Promote cost efficiency in stock and supplier management.

## 3. Facilities & Resource Management

- Manage facilities and equipment, ensuring compliance with health & safety and infection control standards.
- Deal with maintenance issues and arrange repairs and checks as required.

## 4. Regulatory Compliance & Policy Management

- Ensure compliance with GDPR, CQC standards, NHS England, and ICB requirements.
- Maintain and regularly update internal practice protocols and policies.

## 5. Patient Experience & Communication

- Oversee patient-facing services and support resolution of complaints, alongside the Practice Manager.
- Lead initiatives to promote online services and enhance the patient experience.
- Provide clear communication and support to the reception team based on service usage patterns, including call volumes identified via the telephone and clinical system.

#### 6. Quality Improvement & Performance Monitoring

- Analyse performance indicators and patient feedback to identify service improvement opportunities.
- Lead and implement service development initiatives and quality improvement projects.

#### 7. Technology & Systems

- Ensure effective use of practice IT systems (e.g. Medicus and Wavenet).
- Provide training and support to staff on use of digital tools and the Surgery telephony system.
- Monitor system usage and help drive improvements through technology.

#### 9. Communication & Team Coordination

- Liaise between clinical and administrative staff to ensure coordinated care.
- Lead reception meetings, including preparation of agendas and minutes.
- Build strong relationships with external stakeholders including PCNs, ICBs, and suppliers.

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### ***Person Specification***

#### **Experience**

##### Essential

- Experience in a supervisory or operations role, within primary care or another healthcare setting.
- Excellent interpersonal and communication skills.
- Strong organisational and time management skills.

- IT literate, with experience in clinical systems and Microsoft Office.
- Familiarity with telephony systems and ability to perform call volume audits.
- Ability to remain calm under pressure and manage competing priorities.
- Flexibility to work early starts and late finishes (between 8:00am-6:30pm).

#### Desirable

- Experience working in a GP Practice or NHS primary care environment.
- Knowledge of NHS claims processes (e.g. QOF, LCS, DES).
- Familiarity with CQC standards and practice compliance processes.

#### **Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal conviction.