Clinical Operations Manager

## Job details

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| Job title: | Clinical Operations Manager (Private MSK Physiotherapy) |
| Department: | Private MSK |
| Location: | Remote with ability for travel in London at least once per week |
| Reporting to:  (job title only) | Regional Operations Lead |
| Job purpose: | The purpose of this role is to ensure effective clinical and operational delivery of clinics in our Private MSK Service (London & South-East). This will include being responsible for liaising & maintaining relationships with key local stakeholders to help drive demand into the service.  You will support some our Clinical Team Leaders across the service to deliver high quality physiotherapy services and to meet the operational requirements for the service. This role is a varied role and requires strong interpersonal skills, attention to detail and strong administrative skills. |
| Role and Responsibilities: | * To support the delivery of financial & operational targets set for the Private MSK Physiotherapy clinics. * To build open and trusted partnerships with key local stakeholders including local sports clubs, GP’s, consultants to help to facilitate referral pathways. * Identify growth opportunities within local stakeholders at each clinic and produce measurable account plans to report, monitor and achieve that growth. * To oversee the line management of some of Vita Health Group’s Private MSK Physiotherapy Team Leaders. * In conjunction with the Private Service Clinical Lead, lead on our private physiotherapy proposition development to ensure best clinical practice for private physiotherapy service is followed. * Help to coordinate and promote local events led by our clinical team. * Maintain up to date product knowledge and conduct market research to actively contribute towards our proposition development and service to our customers. * To lead on recruitment across the service with support from associated Team Leaders. * To assist with clinical audits across the service including those for bonus payments. * To support the Clinical Lead with delivery of the In-Service Training sessions monthly. * To demonstrate an understanding of a Private Physiotherapy service and contribute to strategic development. * Maintaining and updating lists and contact details of key stakeholders. * Any other reasonable requests   **Equality Diversity & Inclusion (EDI)**   * + We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders. * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Training and supervision: | * Weekly support from assigned Operations Lead * Monthly Leadership Team meetings * Access to additional VHG leadership in house training program |
| Additional Information | * You will be required to travel to various Physiotherapy clinics within London, Kent & Buckinghamshire * Additional travel within the UK may be required |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Degree in an MSK field including Physiotherapy, Rehab Therapy or Sports Therapy * HCPC or BASRAT Registration * Minimum of 3 Years of Clinical Experience | * Previous Private Practice Experience * Member of Physio First, Chartered Society of Physiotherapists |
| **Experience** | * Experience in an Operations Role * Minimum 1 year of Line Management Experience * Experience in the delivery of in-service training | * Previous non-clinical experience including service development strategies * Project Management experience * Financial & Budgetary Management Experience |
| **Skills/knowledge** | * Working knowledge of a private physiotherapy service and expectations * Experience with Excel and PowerPoint * Understanding of Operational Processes | * Experience with TM3 patient system * Speaks another language |
| **Specialist training** | * Evidence of attendance to external training |  |
| **Personal competencies and qualities** | * To be able to travel to London area clinics on a weekly basis * Interpersonal skills to engage and develop working alliances with key stakeholders and clinicians * Evidence of an openness to learning new knowledge and skills * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * Excellent time management skills and ability to delegate tasks * An awareness of and commitment to supporting and facilitating diversity and inclusion | * Valid UK Driving License |

# Version Control

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