Operations Project Lead

## Job details

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| **Job title:** | Operations Project Lead |
| **Department:** | Private Services |
| **Location:** | Hybrid with national travel required to support in clinic mobilisation |
| **Reporting to:** | Head of Private Services |
| **Direct reports:** | None |
| **About us** | Vita Health Group Private Services is a leading provider of physiotherapy and healthcare services, committed to delivering exceptional care and innovative treatments. We are expanding our network of clinics across UK and are seeking a dedicated Operations Project Lead to oversee the operational workstream of this mobilisation project for a fixed term period across the 3-year period of the project. |
| **Job purpose:** | The Operations Project Lead will be responsible for leading the operational workstream of the project team, ensuring the successful planning, execution, and management of the mobilisation of new physiotherapy clinics.  This role requires a strategic thinker with strong leadership skills and a proven track record in operations management. |
| **Role and Responsibilities:** | **Operational Management**   * **Scoping**: Undertake comprehensive scoping of existing systems, processes and procedures in order design and implement target operating models that align to existing services models. * **Operational implementation**: Working closely with key stakeholders, effectively review, design and implement robust operational procedures, tailored to each service requirement, but built on the foundation of existing operational frameworks. This includes but is not limited to: referral analysis, patient journey mapping, resource mapping, diary configuration, utilisation review, billing and financial processes; financial performance. * **Patient Management Systems:** support in implementing patient management systems within new services including but not limited to: training, configuration, data extraction, developing/adapting Standard Operating Procedures for usage. * **Service transition:** work closely with existing services to effectively and safely transition services from the project/mobilisation team over to Business as Usual services. Ensuring joint agreement of roles, responsibilities and accountabilities.   **Project Planning and Execution**   * + **Project working:** Working in conjunction with members of the Project Team, develop detailed project plans, including timelines, milestones, resource allocation, and dependencies.   + **Reporting:** Monitor project progress against the plan, identify deviations, and implement corrective actions. Developing and delivering comprehensive status reports to key senior stakeholders with clear overview of progress, future focus, risks and mitigations.   + **Communication & Collaboration**: Coordinate cross-functional teams, assigning tasks and ensuring clear communication. Manage stakeholder expectations, communicating project status updates regularly.   **Risk Mitigation**   * Identify potential project risks and develop mitigation strategies. * Proactively monitor for emerging risks and implement contingency plans. * Conduct risk assessments and report findings to relevant stakeholders.   **Change management**   * Develop and implement change management strategies to ensure smooth transitions during clinic mobilization. * Communicate changes effectively to all stakeholders, addressing concerns and providing support. * Monitor the impact of changes and adjust strategies as needed to ensure successful adoption.   **Data Analysis and Reporting**   * Collect and analyze project data to identify trends and areas for improvement. * Generate comprehensive project reports for senior management, including key performance indicators (KPIs). * Utilize data to inform decision-making and continuous process optimization.   **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. |
| **Clinical Governance:**  **(where applicable)** | * + Adhere to VHG clinical governance requirements |
| **Training and supervision:** | * + Access to Regular Mandatory Training |
| **Additional information:** | * + Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * + Degree in an MSK field including Physiotherapy, Rehab Therapy or Sports Therapy   + Project Management qualification   + Change Management qualification |
| **Experience** | * Experience of either working in or supporting Operational teams being able to identify how to take a process from 'as-is' to a 'to-be' state. * Ability to challenge stakeholders about delivery and to hold to account where project targets have not been met. * Experience of using Project management tool to track projects, generate highlight reports and build out project plans. * Knowledge and experience of project and change management including effective risk management. * Experience of supporting others to lead complex change projects. * Experience of undertaking analysis & evaluation. | * Previous non-clinical experience including service development strategies * Project Management experience |
| **Skills/knowledge** | * IT literate – intermediate level minimum * Intermediate level of using Microsoft Excel * Knowledge and understanding of the roles of the various stakeholders in VHG and the Private Services environment * Understanding of evidence-based practice | * Experience with TM3 patient system |
| **Specialist training** |  | * Root cause analysis |
| **Personal competencies and qualities** | * Evidence of values that are consistent with VHGs. * Interpersonal skills to engage and develop working alliances with colleagues and patients. * 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. * An awareness of and commitment to supporting and facilitating diversity and inclusion. * Excellent time management skills. |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: |  |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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