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Head of MSK Operations- Fixed Term

## Job details

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| Job title: | Head of MSK Operations (Fixed Term: Maternity Cover) |
| Department: | Corporate MSK Services |
| Location: | Home based |
| Reporting to:  (job title only) | Regional Operations Director |
| Direct reports:  (job title only) | Operational Leads/Managers, Network Lead |
| Job purpose: | The Head of MSK Operations will help develop and implement strategic plans to increase effectiveness and efficiency across the Corporate MSK business. They will ensure effective operational delivery, attainment of customer SLA’s, adherence to financial targets and compliance with both internal and external regulatory requirements. |
| Role and Responsibilities: | * Accountable for monitoring and achieving service KPIs * Working with the Sales Director, Operations Director and Transformation team in implementing new contracts and service improvement initiatives * Working with the Clinical & Transformation team to develop & improve the MSK proposition * Ensure VHG standards, values and systems are adhered to * Identify business risk and ensure appropriate solutions are identified and implemented * Line management of Operational & Service Leads/Managers * Ensure that contracts are serviced to exceptional standards * Ensuring all contracts perform in line with agreed SLA’s * Working with the Operational & Service Leads ensure all MI is delivered on time and provides meaningful insight into services delivered * Collaboratively work with Operations, Sales and Customer Teams to identify new opportunities * Identify, plan & deliver suitable margin improvement stretch opportunities across all service * Working with the finance business partner to provide input into forecasting and budgeting within internal deadlines for reporting * Deliver financial performance against budget\stretch margin targets.   **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. We believe it is the responsibility of everyone to ensure their actions support this 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 if possible to do so and raise with your manager and EDI team * 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 * Any other reasonable request as required |
| Governance:  (where applicable) | * + To run Corporate Service Reviews, Trading Updates & Business Governance sessions in conjunction with the Operations Director & Clinical colleagues   + To attend, engage and commit to the GQRC and related activities |
| Training and supervision: | * + To attend, engage and commit to all training and supervision support provide to carry out the role in a safe and competent way |
| 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** | * Formal management training or evidence of previous successful leadership management position | * ILM/CMI Level 7 |
| **Experience** | * Service line management within VHG or other organisation |  |
| **Skills/knowledge** | * In depth understanding of KPIs and SLA’s across Corporate. * Strong financial understanding of P & L within Corporate * Understanding of wider MSK Corporate market |  |
| **Specialist training** |  | * Project management |
| **Personal competencies and qualities** | * Team player with personal impact and good people skills * Good negotiator and commercial thinker * Able to work under pressure and against challenging timescales * Experience with developing budgets and writing business plans * Can demonstrate creativity and innovation * IT literate * Current driving licence |  |

## Version Control

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 17/06/2020 | Document updated onto new template |
| V1.2 | 15/01/2025 | Removed B2C management – Corporate services only. |
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