



Senior Manager - Operations

Hours: Full time, 37.5 hours per week, office based, with hybrid arrangement negotiable.

Contract: Permanent

Salary scale: Accelerate Non-clinical pay scale £52,000 - £60,000 (negotiable for exceptional candidate)

Accountable to: Senior Leadership Team (line managed by CEO)

Job Location: Accelerate Head Office, Hackney, East London

About Us

Accelerate Community Interest Company (CIC) is a social enterprise. Accelerate's mission and priorities are central to every role within the organisation and all our activities:

1. To improve the lives of all people with wounds and lymphoedema through excellent collaborative working and building the evidence base of best practice for our specialities of wounds, lymphoedema and biomechanics
2. To empower all people with wounds and lymphoedema to bring their voice and challenge to clinical services and to enable them to better manage their condition.
3. Bring leadership to champion system change through prevention and the reduction of health

We have four locations, the Head Office, two leg ulcer clinics in East London and a base in Lancashire. The postholder will be expected to oversee operations to support activity across these locations.

Purpose and Role Summary

The Senior Manager - Operations is a new role within Accelerate. The role will be accountable to the Senior Leadership Team and will work across clinical and business teams.

This post will play a critical role in ensuring the smooth and efficient operation of all of Accelerate's activities. The primary purpose of this role will be to facilitate the delivery of strategic and operational objectives set by the Senior Team. A key responsibility of this role is to manage the day-to-day operations and delivery of strategic projects in an organised, effective and efficient manner. We recognise that as a small organisation occasionally this post will need to be hands-on to deliver critical areas of work.

This role will also be responsible for ensuring compliance with regulatory requirements, implementing policies and procedures and supporting the delivery of high-quality care for patients.

Essential Attributes

A keen eye for detail, good communication skills both verbal and written, excellent project management skills, confidence in working with internal and external stakeholders, experience of working in a clinical environment and patient databases are essential attributes for the person in this post. Good IT skills and intermediate skills in Microsoft Office applications will also be required. A focus on quality and innovation and the ability to work with team members to implement change is also a key attribute for success in this post.

Main Duties and Responsibilities

- Support strategic business planning by working collaboratively with key stakeholders to formulate operational business plans to deliver strategic objectives and enable growth and success of the organisation.
- Implement, monitor and report progress against the business plan to SLT against agreed KPIs. This includes identifying risks and barriers and working with SLT to identify and implement mitigations.
- Develop and implement policies and processes to ensure efficient and effective operations. Regular review of processes to identify efficiencies and implementing change to process as needed.
- Work collaboratively with teams across the organisation and externally to ensure the best possible coordination of care and customer service for patients and other clients.
- Support effective budget management by working with finance to monitor expenditure and take action where necessary and possible to deliver the operational budget for the year. Support the budget setting and forecasting function annually.
- Support effective performance management frameworks across the organisation by monitoring and auditing that these are functioning effectively.
- Support delivery of the quality assurance programme for business and clinical activities.
- Support the delivery of Information Technology, Data and Reporting and facilities for the organisation, making use of digital developments and solutions.
- Monitor and maintain compliance with all regulatory requirements including licencing and accreditation standards.
- Contract management of customer and supplier contracts to ensure that we are getting best value for money.
- Manage internal and external communications to ensure regular, relevant and current information is available for key stakeholders.
- Develop and maintain relationships with key external stakeholders which includes patients, NHS commissioners and other appropriate partners.

The above are the main duties and responsibilities of this post. Specific objectives will be set out as needed on a rolling basis as appropriate. There may be other responsibilities appropriate to the skills of the postholder that may be required from time to time.

This post has the following direct line reports: Patient Services Manager (1.0 FTE), Digital Solutions & Compliance Lead (1.0 FTE), Business Operations Manager (P/T 0.6 FTE)

Person Specification

Attributes	Essential	Desirable	Method of assessment
Qualifications and / or knowledge	Business Administration or relevant degree.	Significant post-education experience.	Application form and pre-employment checks
Experience	<p>Previous experience of working in a similar role.</p> <p>Proven experience of line management of teams.</p>	Experience of working in healthcare in a similar organisation.	Application form and interview.
Aptitude and abilities	<p>Comfortable working with different stakeholders including Board members, external parties, staff team.</p> <p>Excellent communication and interpersonal skills.</p> <p>Able to apply creative thought to suggest effective and innovative solutions.</p> <p>Able to prioritise and manage deadlines.</p> <p>Good all round IT skills. Confident in using main MS Office programmes – Word, Outlook, PowerPoint etc.</p>	Experience of change management	Interview/test

<p>Values</p>	<p>Aligned to Accelerate's Mission and Vision.</p> <p>Displays a willingness to learn, taking responsibility for own development and accepting constructive feedback.</p> <p>Sees and treats others with dignity and respect.</p> <p>Shows an awareness of how our own behaviour impacts on others and the reputation of the organisation.</p> <p>Seeks opportunities for improvement through curiosity, creativity and innovation.</p>	<p>An appreciation of what it means to be a social enterprise.</p>	<p>Application form / interview / references</p>
<p>Other</p>	<p>Highly committed and self-motivated.</p> <p>Energetic, resilient & reliable.</p>		<p>Application form / interview</p>



Standard expectations

Uphold the Vision and Values of the Company

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

Communication and Relationships

Effective communication holds the key to good results and the building of trust across the business. Collaborative working is essential. As such you will need to:

- Give due consideration to how you communicate with others ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.
- Build and maintain strong working relationships that partner key stakeholders to achieve mutually agreed goal.
- Maintain confidentiality in regard to team members and clients regarding their privacy and dignity; thus you will need to be sensitive to the individual needs of clients and at all times promote principles of diversity, equity, and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

Standards to be demonstrated will include:

- Maintaining patient confidentiality at all times
- Displaying professional behaviour at all times
- Respect for others
- Being a team player through collaboration
- Excellent verbal and written communication skills including robust and accurate documentation

Data Collection, Research and Audit

Data collection and audit is an important component of Accelerates work. All members have collection of data and audits within their workplans. This is based on the belief that an understanding of the patient population will be a key asset to all business and clinical areas. As part of this there is an expectation that you will promote the governance of all aspects within audit and data collection.

Governance and Responsibility For Resources

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and a safe working environment. In line with good governance, you will be expected to record patient information accurately on AIMS and ensure that company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.

You will need to

- Be familiar with and follow Accelerates policies and procedures
- Report any incident using the correct process
- Maintain patient safety at all times

Personal Responsibility Within Development, Health and Safety

You are expected to take ownership for your personal developmental learning needs and for your performance. In line with revalidation this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process incorporating reflection.

You should be familiar both with legal issues pertinent to your role and with the changing structures of health care provision that may impact on the position of the company. It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

Information Governance

Accelerate CIC adheres to the principles of information governance and data protection. All employees must abide by the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act of 2018. Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC's day to day responsibility and it is expected that all employees will observe and comply with these legal requirements.

Duty of Candour

Accelerate fully endorses the principles of being open and embraces the Duty of Candour. We are committed to an open and fair culture and the overall approach expected within the organisation is one of help and support rather than blame and recrimination. All staff are expected to follow this approach.

Equality, Diversity and Inclusion

Accelerate is committed to creating and sustaining a positive working environment for our team and for our patients. Our aim is to ensure that all our members are equally valued and that our membership is representative of our society. We believe we all stand to benefit from this diversity of thought, experience, and identity; the actions taken to be an inclusive employer will ensure that our community is well served and that Accelerate is a safe place in which to work and grow. We are clear that we do not tolerate any unacceptable behaviour, discrimination or bullying within the membership or from users of the service. Each of us has our personal responsibility for implementing equality so that all are treated with dignity and respect.



Adult and Child Protection

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

This job description will be subject to periodic review