

Post Title: OPERATIONS MANAGER

Post Hours: Full time hours (37.5 hours per week)

Contract: Permanent

Location: MOTIONrehab, Asquith House, Cliffe Park, Cliffe Park Way, Morley, Leeds, LS27 0RY

Accountable to: Director(s)

Salary: £32,000 - £35,000 depending on experience

Applications made via email to: Sarah Daniel, Clinical Director: sarahdaniel@motionrehab.co.uk

JOB DESCRIPTION

An exciting and challenging opportunity has arisen for a motivated individual to join the senior leadership team at MOTIONrehab Limited to contribute to the business development and ongoing growth of the company.

We are recruiting a highly organised individual to the role of Operations Manager who will be responsible for the company wide administration management, new sales management & reporting and facilities management onsite at our newly extended Leeds clinic. Previous experience of operations management is essential.

The candidate must have:

- Highly proficient skills in MS Office applications (Word, Excel, Outlook) (Essential).
- Excellent organisational skills and ability to multi task (Essential).
- Team leadership skills and experience of staff management (Essential).
- Strong communication skills both written and verbal (Essential).
- Good analytical skills, KPI management and the ability to problem solve (Essential).
- A good understanding of health and safety legislation (Desirable).

This is a very varied role reporting to the Clinical & Operations Directors.

Qualifications:

Degree/Diploma level (or equivalent) qualification in a relevant field essential.



T: 0800 860 0138 | **T:** 01423 608081 | **E:** admin@motionrehab.co.uk
www.motionrehab.co.uk

SPECIFIC DUTIES AND RESPONSIBILITIES

Staff Management

- DBS checks.
- Arrange uniform allocation.
- Set up email & company IT /software access.
- Clinic management software (PPS) training.
- Induction including - employee handbook and mandatory H&S.
- Direct line management of administration teams across the company.
- Host monthly administration team meeting.
- Troubleshoot client administration problems.
- Contribute to annual performance reviews of client administration team members.
- Contribute to administration training.

KPI Reporting

- Able to compile detailed key performance data to aid business development.
- Sales Enquires.
- Staff Diary Statistics.
- Equipment Utilisation.
- Referral Sources.

New Sales Enquiry/Patient Management

- Handle/respond to new sales enquiries on phone and email.
- Management of sales enquiries to final outcome and report accordingly.
- Provide T & Cs and costs to new clients and third party referrals.

Business Management

- KPI reporting on T & Cs, clinic notes, charges in practice management software.
- Manage administration requests from third party referrers.
- Monitor receipt client T & Cs, consent for treatment and social media.
- Enforcing Health and Safety procedures & checks.
- Annual staff DBS checks and reviews.
- Annual staff professional registration checks and administration as required.
- Staff driving licences / insurance / MOT etc checks.



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Management of Clinical Equipment & SLAs

- Liaise and coordinate with suppliers.
- Arrange shipping as required.
- Book out equipment in clinical diary to accommodate repairs.
- Liaise with Accounts department regarding quotes/costs and invoices.
- Manage annual testing & servicing - Hoists/Plinths.
- Maintenance of other clinical equipment as necessary.

Management of Non-Clinical Equipment & Business SLAs

- Fire alarm & extinguishers.
- Security alarm.
- Lift.
- Air Conditioning.
- Boiler.
- Electrical Certificate.
- Bins (Hygiene and refuge).
- Emergency lighting.
- [CCTV].
- Maintenance of other non-clinical equipment as necessary.

Leeds Clinic Management

- Mandatory H & S checks.
- Manage tradespersons contacts.
- Arrange trades as required for building maintenance and repairs.
- Oversee cleaning contract and performance thereof.
- Manage service contracts -coffee/water/laundry and other as necessary.
- Manage supplies Coffee/PPE/clinical equipment and other as necessary.
- Hold nominated key holder responsibilities.
- Liaise with Landlord regards estate management issues.
- Fire drills and evacuation procedures.

Standard Clauses:

The purpose of this post should remain constant, but the duties and responsibilities may vary over time within the overall role and level of the post. The post holder may from time to time be asked to undertake other reasonable duties. Any such changes will be made in discussion with the post holder in the light of service needs.



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