



Job Description

- Job title:** Operations Manager
- Location:** Primarily office-based (with some home/ hybrid working negotiable), located at MD Support Centre, Unit 10 Westwood House, Westwood Business Park, Westwood Way, Coventry CV4 8HS. With travel to our Midlands satellite locations including:
- Tipton, Black Country
 - Bournville, Birmingham
 - Selly Oak, Birmingham
 - Leicester, Leicestershire
 - Daventry, Northamptonshire
- Salary:** Dependent on experience
- Status:** Permanent
- Hours:** Full-time, weekdays (with some Saturdays and occasional out of hours work); 35 hours per week.
- Reporting to:** CEO
- Member of the Senior Management Team (SMT). Responsible for the management and co-ordination of our therapy activities and supporting the CEO with delivering core operations, working closely with our Co-Lead Therapists, and reception and administration team members, and supporting our team of physiotherapists, osteopaths and complementary therapist/s.
- Benefits:** Annual salary review and performance related discretionary uplift
- Employer contributed pension scheme (contribution 3% qualifying earnings)
- 22 days annual leave plus bank holidays (pro rata), with additional days leave able to be accrued with service
- Generous training and development budget to enable you to thrive and reach your full potential, both professionally and personally. As a small organisation, we can offer opportunities to quickly grow in your role, gain new experiences and develop new skills
- Employee Assistance Programme
- Free tea and coffee provided in the office
- Free onsite car parking
- Supportive office environment

Context:

MD Support Centre (MDSC) is a small but ambitious charity that supports people with muscular dystrophy (MD) and other neuromuscular conditions in the Midlands and beyond. Established in 2012, MDSC was set up and led by people with MD and their families. Our Board of Trustees all either have or are affected by MD (such as having a family member with MD). From our Centre (hub) in Coventry, we have grown to host satellite clinics in Birmingham, Tipton, Leicester and Daventry, and we currently support 600+ people with MD and their carers, primarily by providing specialist physiotherapy, osteopathy and complementary therapies on a long-term basis. We are the only organisation in the Midlands region to

do so, and one of only two in the UK.

Scope and purpose

We are seeking an experienced manager with strong leadership and communication skills, a passion for delivering high-quality care, and a commitment to operational excellence and quality assurance.

As Operations Manager, you will be a key member of the Senior Management Team (SMT), responsible for overseeing therapy operations. This includes managing and supporting our team of employed and self-employed therapists and working closely with reception and administrative staff. You will ensure effective communication, alignment of goals, and the implementation of robust policies, procedures, and processes for seamless service delivery.

Additionally, you will support the CEO in overseeing and managing core business operations, including IT, HR, budgeting, financial management, equipment procurement, Health and Safety, and Facilities Management. The role is pivotal in driving the sustainable growth of our services while ensuring excellent, measurable outcomes for current service users.

A clinical background or qualification is not required; however, experience working in a clinical, therapy, or community care setting alongside allied healthcare professionals (AHPs) would be advantageous.

Duties and responsibilities

Leadership and Team Coordination

- Collaborate closely with the CEO, Senior Management Team (SMT), and Co-Lead Therapists to guide and support therapy, reception, and admin teams.
- Oversee the management of a multi-disciplinary clinical team across multiple locations, ensuring high-quality service for all users.
- Establish effective communication and meeting structures to promote peer learning, collaboration, and collective development within the Charity.

Team Development and Support

- Coach and mentor team members to deliver integrated therapeutic projects and practices, fostering a well-rounded multi-disciplinary approach.
- Coordinate recruitment, induction, and ongoing training programs for therapists, ensuring mandatory and CPD training in partnership with clinical Co-Leads.

Service Evaluation and Development

- Review and enhance service evaluation tools to measure clinical effectiveness and the impact of therapies.
- Develop innovative service delivery models and trial new approaches to enhance user experiences and outcomes.

Operational Oversight and Administration

- Manage clinical operations, including record systems, referrals, waiting lists, online booking, and equipment procurement.
- Oversee clinical scheduling across locations to optimise resource utilisation and ensure continuity of service.
- Support the CEO to oversee core operational areas, including technology, data management and reporting, HR, budgeting, asset management, Health and Safety, and Facilities Management.
- Regularly review and update clinical policies, procedures, and processes to align with best practices, legal and ethical standards, and the Charity's values.

Strategic Planning and Development

- Contribute to organisational planning by designing, monitoring, and evaluating strategic objectives, such as service expansion, research opportunities, and peer support initiatives.

- Collaborate with service users to inform and evaluate new service developments.
- Establish and track operational KPIs to support the Charity's strategic goals.

Governance and Compliance

- Support the CEO and trustees by monitoring financial budgets, ensuring compliance with policies, and preparing quarterly operations reports.
- Stay informed of external trends and policies that may impact the Charity's services or operations.

External Engagement and Relationship Management

- Build and maintain external relationships and networks to raise awareness, increase referrals, develop partnerships and enhance the Charity's professional reputation.
- Represent the Charity at conferences, forums, and with NHS providers, funding bodies, and community organisations.

Additional Responsibilities

- Undertake other duties as required within the scope of the role.

Person specification

Criteria	Description	E / D	A / I
Education	Good general level of education - demonstrating a high standard of written and spoken English, numeracy, and problem solving	E	A/I
	Management qualification	D	A/I
Experience	Demonstrable experience of working at a senior/ management level	E	A/I
	Experience of core business operation areas – technology and data, HR, budgeting and financial management, equipment purchasing and asset management, Health and Safety, and Facilities	E	A/I
	Experience of leading and delivering projects and managing change	E	A/I
	Operational performance monitoring, reporting and evaluation – designing and implementing performance and outcome measures	E	A/I
	Line managing/ performance managing staff – including in multi-location/ remote environments	E	A/I
	Working in partnership within the voluntary, social enterprise and statutory sector	E	A/I
	Use of technology to drive efficient operations - working in a cloud based, paperless environment	E	A/I
	Process review/ enhancement to improve quality of care	E	A/I
	Development and drafting of clinical and non-clinical operating policies and procedures	E	A/I
	Working within programmes funded by statutory sources e.g. NHS commissioners, NLCF	D	A/I
	Registered with a relevant healthcare professional body e.g. Nursing and Midwifery Council (NMC)/ Health and Care Professions Council (HCPC)/ General Osteopathic Council (GOC) or having experience of working with Allied Health Professionals (AHPs)	D	A/I
Knowledge	Familiarity with the core therapies that we offer (and how they can work together to form an effective integrated offering for service users)	E	A/I
	Proficient using MS Office programmes and remote-working applications, knowledge of clinical records management/ scheduling/ CRM systems	E	A/I

	Understanding of legislation/ regulations impacting health and care organisations (e.g. safeguarding, data protection/ GDPR)	E	A/I
	Understanding and appreciation of the legislation affecting charities	D	A/I
	Understanding of living with long term conditions such as muscular dystrophy	D	A/I
	Understanding of co-production (service user involvement in planning, implementation and governance of projects)	D	I
	Understanding of current/ emerging health and social care commissioning structures	D	I
Skills / attributes/ behaviours	Strong management and interpersonal skills, an effective relationship builder with the proven ability to form and maintain positive and productive relationships and influence with team members and external stakeholders at all levels	E	I
	A self-starter able to work both independently and collaboratively and with an aptitude for problem solving and logistical planning	E	I
	A good listener, able to interpret the needs of other people and to adapt own plans/responses accordingly	E	I
	High degree of IT literacy - willing to embrace new applications and ways of working to improve processes, understanding of the potential for new digital technologies to enable innovation	E	I
	Able to collate, interpret and present a range of management and performance information, including statistical information and user feedback	E	I
	Organised and action-focussed - with excellent time management skills, the ability to prioritise own workload and multi-task to meet targets / deadlines, with good analytical and problem-solving skills	E	I
	Proven skills in writing and speaking to a range of audiences to ensure impact, and in using different communications channels and media	E	I
	Willingness to work in our Coventry Centre but also travel to satellite clinic locations in the Midlands (currently Birmingham, Leicester, Tipton, Daventry)	E	I
	Driver with own vehicle (with or willing to get business class insurance)	E	I

E/D- Essential / Desirable criteria

A/I - assessed at Application or Interview

NB. Role is subject to an initial 6-month probationary period and to enhanced Disclosure and Barring check