



THE ADAM PRACTICE

Service Delivery Manager vacancy

The Adam Practice is one of Dorset's largest GP Surgeries, serving over 32,000 patients from four sites in Poole, Hamworthy, Upton and Lytchett Matravers.

We are seeking an outstanding individual for the role of Service Delivery Manager, to ensure the effective delivery of services to our patients.

Most importantly, you will be a leader with a positive attitude to everything you do as well as having demonstrable experience of frontline Primary Care / GP Practice work. You will support staff with queries about day-to-day operational issues and work to improve processes and implement new services. As a result knowledge about all aspects of GP practice operations is paramount.

You'll work closely with our Surgery Team Manager and staff to ensure patients receive the best possible service in every possible interaction with the Practice, devising and delivering training to staff, auditing data and outcomes, and leading on Patient communication and engagement.

Continuous improvement should be part of everything you do, challenging the status quo and seeking innovation wherever possible. You'll bring fresh ideas of your own and will also ensure you harness feedback from patients and staff to help them make their own improvements.

You could be an experienced Operations Manager or Deputy Practice Manager in a smaller Practice seeking a new challenge, or perhaps an outstanding Supervisor or Lead with a desire to progress.

Knowledge of NHS contracts and funding would be beneficial as would an interest and understanding of the local (Dorset ICS) and national (Primary Care Networks) initiatives in General Practice, however full training and support will be provided for the right candidate.

You'll enjoy the support of Managers in Nursing, HR, Estates and Facilities, IT and Finance, as well as dedicated administrative support, to allow you to focus on the core requirements of the role to deliver great services. There is scope to develop the role and influence the structure of the team.

This is an exciting opportunity to play a key role in our future.

To apply, please complete an application form and submit with a covering letter detailing your suitability by email to Laura Evans (laura.evans@dorset.nhs.uk). You may submit your CV as part of your application, however all applicants must complete the application form. Thank you.

Closing date is midday on Monday 21st January.

Informal visits or discussions prior to interview would be welcomed. To arrange this or for any other queries, please contact Laura Evans by email or tel: 01202 673159.