



Service Delivery Manager

Do you love...achieving results? Seeing the impact of your efforts? Being super organised?

We want you to bring your passion, your energy, and your attention to detail, to a brand new role at Priory Medical Group. As Service Delivery Manager you will work with our Surgery Managers and Care Co-ordinators to help them do what they love in new ways. Every day you will have a chance to make a difference – to our staff, our patients and our community.

Want to learn more about this amazing opportunity and our talented, friendly and creative team?

[\[Click here\]](#)

Your Role...

We are looking for a forward thinking Service Delivery Manager who's comfortable with change and has a willingness to work in non-traditional care systems. We encourage everyone to build connections throughout the organisation and localities in which you work with like-minded people to support and encourage everyone to find joy in their work and pursue professional dreams. We support new ways of working, portfolio careers and flexible working arrangements.

- Expert understanding and knowledge of Practice Clinical Contracts (NHS and Non-NHS)
- Skillfully articulate contractual requirements to Practice Partners and staff with responsibility for clinical resource allocation
- Expertly inform future recruitment and resource requirements based on current and future contractual requirements and patient list size
- To monitor real-time service delivery and acting on any issues that do / potentially impact service delivery
- To report service delivery metrics on a regular basis to the Executive Team and partners
- Work with the Executive Team to implement and utilise new reporting tools to analyse Practice performance
- Make recommendations to the Executive Team in terms of capacity planning (clinical resources, premises) to meet anticipated demand
- To have input into service delivery planning process working closely with Operational Management

You...

- Embody positivity.
- You identify and utilise the strengths in the people around you
- Are a great mentor for others
- Act as a great ambassador for Priory Medical Group, patients and our people
- Genuinely enjoy working in a fast paced pressured environment
- Are an expert communicator
- Are an expert builder of teams and team spirit



- Skilfully lead a fantastic group of people (a range of surgery people / service managers and co-ordinators) who are engaged, informed, appreciated, valued and high performing.
- Embraces Priory Medical Group values in every day to day activity.
- Proactively seeks to develop themselves professionally
- Understands NHS process/systems and their impact on General Practice
- Expert ability to build great relationships at all levels with diverse range of people
- Excellent attention to detail
- Strong commercial acumen
- Relentless, and driven by, achieving of results for our patients and our people

So are you in?

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| Job title: | Service Delivery Manager |
| Salary: | Competitive dependent on strength of candidate. Comparable to an indicative NHS band 7 salary scale. |
| Location: | Based at our Cornlands Road Surgery, although due to the nature of the role may require to attend / travel to any one of our nine sites in York. |
| Hours: | 37.5 Hours per week |

Applicants should apply using our application form which can be obtained by [clicking here](#) or by visiting www.job.nhs.uk and searching for Priory Medical Group, York.

Selection for Interview

The Practice recognises that discrimination of any kind is both unlawful and would act as a barrier to finding the most talented individuals for our organisation. As such, our recruitment and selection procedures exist to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. A great deal of careful consideration has been invested in preparing the advert for this post based on the specification for this role and the person we are looking for.

Our selection for interview process is designed to ensure individuals are selected for interview on the merit of their application only.

If you are applying through NHS Jobs, you will notice you are asked if you would like a guaranteed interview as part of the 'Two Tick' disability scheme. Whilst this is an admirable government initiative, please be aware we are not signed up to this scheme. This is a question on the NHS jobs application form which is outside of our own control. Our own process ensures we consider candidates on the merit of their application only and we do not ask any questions regarding a disability as part of our selection process. We only give candidates the opportunity to share information regarding any disability **after** candidates are invited to interview and **only** if the candidate feels they require adjustments in the interview process.