



Operations Manager

Full-time 37.5 hours or part-time (minimum 30 hours, to include a Friday)

Chew Medical Practice is a rural practice committed to providing accessible, high-quality care to our 10,500 patients.

We are looking for an experienced, organised and proactive Operations Manager to join our senior management team.

Experience within general practice or primary care would be highly desirable, particularly knowledge of QOF, CQRS, SystmOne and NHS contractual processes.

This is a key leadership role within the Practice, working closely with the Partners, Practice Manager, Deputy Practice Manager, Finance Manager and Head of Nursing and wider team to ensure the smooth, efficient and effective running of our day-to-day operations.

The successful candidate will play a central role in coordinating our clinical and non-clinical services, supporting staff, managing operational processes and ensuring we continue to deliver high-quality care to our patients.

You will work as part of the senior management team, providing leadership and support across the Practice and helping to ensure continuity of service.

The role has a broad range of responsibilities, including but not limited to:

- Supporting the Practice Manager with the day-to-day management and smooth running of the Practice.
- Clinical diary management, coordinating all aspects of the clinical diary.
- Managing and supporting QOF, CQRS, enhanced services and other NHS contractual reporting and claims.
- Working with clinical and administrative teams to ensure policies, procedures and contractual requirements are understood and implemented.
- Supporting the organisation and delivery of seasonal COVID and flu vaccination clinics and other vaccination programmes.
- Supporting the implementation and development of digital technology and systems, including SystmOne.
- Maintaining appropriate documentation and evidence to support CQC compliance and quality standards.
- Identifying opportunities for continuous improvement and helping the Practice adapt to the changing demands of general practice.

We offer competitive pay and employment terms, including auto enrolment into the NHS Pension Scheme

For more information, please email Clare Watkins, Deputy Manager and HR Officer clare.watkins2@nhs.net or Sarah Denton, Practice Manager sarah.denton4@nhs.net

Chew Medical Practice is committed to equality, diversity and inclusion and welcomes applications from all sections of the community.

To apply, please send a covering letter and CV to Clare.watkins2@nhs.net

Closing date: Monday 2nd November 2026

Interviews will be held on: Tuesday 10th November 2026