

JOB DESCRIPTION	
Job title:	Operations Officer
Team/Department:	Operations / Service Delivery IUC
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment, including unsociable hours, weekends, and bank holidays.
Job title the post holder will report to:	Operations Manager
Job titles reporting to the post holder:	No roles report to the post holder
Date the role profile was revised:	September 2026
JOB PURPOSE The operations officer is accountable for leading operational teams across 111, CAS and Face to face to deliver high-quality, efficient, and compliant services. The role ensures that operational performance standards are achieved, organisational policies are adhered to, and our services operate within a positive and supportive working environment. This role will span across all functions of IUC. The post holder will utilise performance data, workforce insights, and operational awareness to maintain effective day-to-day service delivery, resolve on shift challenges, escalating operational concerns and supporting continuous improvement within our functions. They will act as a role model for organisational values, contributing to a culture of professionalism, collaboration, and accountability. The role will support implementing strategies to improve service delivery and patient outcomes, collaborating with colleagues across our IUC functions. As an operations officer you will be accountable for optimising service provision and maintaining compliance with relevant regulations, policies, and procedures. You will provide effective and visible supervision, alongside operational colleagues. You will have the ability to problem-solve, adapt, and respond to changing situations and the skills needed to motivate and support your colleagues.	
KEY RESPONSIBILITIES AND ACCOUNTABILITIES Key Accountabilities • Apply sound judgement to resolve operational issues and support team members. • Analyse available information to inform decision-making.	

- Manage emerging risks and service challenges in a calm and professional manner.
 - Encourage solution-focused and constructive approaches within the team.
 - Delegated responsibility via surge reporting to deal with issues as they arise on shift
-
- Receive requests for assistance from internal and external colleagues
 - The requests may be from health advisers or could be from ICB, EEAST or other providers requesting information.
 - Interact with Individuals using telecommunications. You will answer the calls in an efficient and courteous manner using organisational standards and protocols.
 - Communicate effectively in a healthcare environment with colleagues as well as callers to the Healthcare Professionals.
 - Support the safeguarding of individuals following local protocols and standards.
 - Relate to others in ways which support rights, inclusion and wellbeing of individuals, supporting individuals to keep themselves safe.
 - Supporting the management of the day-to-day operations of service delivery.
 - Provide co-ordination and support to operational navigators and care co-ordinators
 - Work as part of a team, actively contributing to service improvements where appropriate.
 - Assist in general administrative and clerical duties.
 - Provide cover for sickness, bank holidays, annual leave of other lead navigators. Work flexibly across sites as required by the service.
 - Be accountable for monitoring queues to ensure that service levels are maintained.
 - Maintain compliance with relevant regulations, policies, and procedures.
 - Assist in general administrative and clerical duties.
 - Support training of staff within service delivery
 - Management of national contingency requirements working with operations manager / on call
 - Contribute to quality improvement, promote, and participate in QI when required
 - Support development and implementation of strategies to improve service delivery and patient outcomes.

General Duties

- Act within the limits of your competence and authority, i.e. work to local protocols and procedures.
- Make sure your actions reduce risks to health and safety by always maintaining a tidy office/contact centre, cleaning equipment before use and supporting the maintenance of equipment by reporting any faults as per local procedures. Adhere to health and safety policies and report incidents and risks identified through Ulysses or via line manager.
- Comply with legal requirements for maintaining confidentiality by maintaining strict confidentiality of all issues concerned with the service. Adhere to requirements of the Data Protection Act 1984, information governance and Caldicott Principles.

- Promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals.
- Undertake other job-related duties as assigned

Managing Self

- Develop your own knowledge and practice, which includes reflecting on your practice, and taking opportunities to improve your practice ensuring performance indicators are met and apply learning in the workplace. Make certain you are up to date with new Information and System changes.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Educated to GCSE or Functional Skills level and possesses a fundamental level of Maths, English and ICT skills Commitment to Continuous Professional Development (CPD) and lifelong learning	Commitment to Continuous Professional Development (CPD) and lifelong learning	Application Form Copies of Qualification Certificates Interview
Experience	Previous experience of working within IUC / NHS Proven ability to demonstrate a systematic approach to prioritisation of work and cope under pressure to meet deadlines Administrative experience. Proven experience of working as part of a team	High level of Computer literacy with a good understanding of workforce systems to support service delivery. Previous experience working in a team or with stakeholders across a range of healthcare settings	Application Form Interview
Practical skills	Ability to use own initiative as appropriate. Ability to stay calm in the event of the unexpected and under pressure. Ability to communicate with a variety of different people and build rapport. Ability to follow written and verbal instructions. Ability to switch between activities required by the service.	Strong understanding of NHS systems e.g cleo, system 1, IEX and workforce planning tools. Experience of operational leadership of multidisciplinary teams.	Application Form Interview

	Ability to work to strict deadlines with accuracy. Ability to undertake training both initially and as ongoing requirement for the post to meet service requirements.		
General	Contribute to the effectiveness of our team, by working as part of a multidisciplinary group, Actively contributing to service improvements where appropriate. Ability to deal sensitively with distressing, emotional situations. Ability to relate to others and adapt approach accordingly. Able to use initiative and be aware of limitations. Able to work unsocial hours, 7 day rota, 0800 to 2000, shift work and bank holidays.	Experience of working and leading during operational pressures. Understanding of incidents, business continuity and service escalations.	Application Form Interview