

Head of Operations

Job Title: Head of Operations

Department: Operations

Reports To: Managing Director/Group Operations Director

Location: UK

Job Overview:

As the Head of Operations, you will oversee and enhance the operational performance of our organisation, with a key focus on ensuring exceptional service delivery, operational efficiency, and alignment with company goals. This role involves strategic leadership of the operations department and operational coordination across various departments, including HR, IT, and client services. You will drive improvements in workflows, quality standards, and resource management, with an overarching aim to enhance client satisfaction and operational excellence.

Your role will be central in building and maintaining strong relationships with clients, radiologists, and internal teams, ensuring that our services align with the highest standards in healthcare operations, quality, environmental responsibility, and information security.

Key Responsibilities:

- **Strategic Operations Leadership**
 - Lead the planning, implementation, and optimization of end-to-end operational processes to support the organisation's strategic growth.
 - Define, monitor, and improve operational KPIs and service-level agreements (SLAs), ensuring alignment with company objectives and client expectations.
 - Develop and execute scalable operational strategies to enhance productivity, reduce costs, and improve quality of service delivery.
- **Team Leadership & Resource Management**
 - Oversee the service across all operational needs including service desk, quality and compliance, fostering a culture of excellence, accountability, and continuous improvement.
 - Support workforce planning by scheduling resources, managing radiologists' availability, and ensuring efficient calendar management.
 - Drive team development through training, mentorship, and performance evaluations, building a high-performing operations team.
- **Client & Stakeholder Engagement**
 - Act as the primary operational point of contact for key client relationships, ensuring excellent service quality and responsiveness to client needs.
 - Regularly liaise with radiology departments in client hospitals, gathering feedback to improve service delivery and build trusted relationships.

- Work closely with cross-functional teams including HR, IT, and Compliance to ensure cohesive communication and operational alignment.
 - **Quality & Compliance Management**
 - Implement and enforce company policies, including quality standards and information security protocols, to ensure compliance with healthcare regulations.
 - Conduct risk assessments within operations and develop risk mitigation plans to support reliable and secure service delivery.
 - Collaborate with the Quality and Compliance Officer to ensure adherence to local legislation and industry standards.
 - **Continuous Improvement**
 - Identify operational gaps and lead initiatives to drive improvements in efficiency, quality, and client satisfaction.
 - Develop, implement, and review new operational procedures that align with business growth and enhance the scalability of service delivery.
 - Actively participate in the design and implementation of corrective actions, embedding a continuous improvement mindset across the operations team.
 - **Reporting & Performance Analysis**
 - Provide regular reporting to senior management on operational performance, service quality, and client satisfaction metrics.
 - Track strategic objectives and KPIs, using data-driven insights to inform decision-making and drive continuous enhancement in service delivery.
 - **Organisational Development**
 - Contribute to long-term organisational growth by developing scalable systems and processes to support future expansion.
 - Support onboarding and offboarding processes for radiologists and staff, working with HR and IT to streamline integration and exit processes.
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Requirements:

- **Education & Experience**
 - University degree in Operations Management, Business Administration, or a related field; Master's degree is a plus.
 - 5+ years of experience in an operations leadership role, ideally within healthcare, medical imaging, or another regulated industry.
- **Skills & Competencies**
 - Exceptional leadership skills with a track record of building and managing high-performing, cross-functional teams.
 - Strong communication skills in English and Swedish (both written and verbal) are essential; proficiency in Spanish is a plus.
 - Strategic thinker with strong problem-solving skills and the ability to handle multiple competing priorities in a fast-paced environment.
 - Detail-oriented with excellent organisational skills, capable of managing complex workflows and operational improvements.
- **Technical Skills**
 - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint); familiarity with workflow management tools is a plus.



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- Experience working in an entrepreneurial or rapidly evolving environment, with experience in the healthcare sector preferred.
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