

Role Specification - Head of Operations

Job Title:	Head of Operations
Location:	Enhanced Care Services HQ
Hours:	40 hours per week
Reports to:	Managing Director
Responsible for:	Operations teams Fleet, equipment & logistics functions
Remuneration:	£65,000pa
Version Date:	October 2025

About Us

Founded in 2015 by two Emergency Medicine Doctors, Enhanced Care Services has developed into a well regarded, clinically led organisation with high standards and a clear focus on 'doing it right'. Having initially delivered enhanced and critical care to a range of events, ECS now provides medical cover to a wide variety of events each year, provides a range of urgent and emergency care across ambulance operations and its clinical hub, and delivers education & training from first aid to specialist courses. From our bespoke designed Hub in Southampton, we have a National reach, with extensive activity across London and the South of England.

Having delivered over 50,000 operational hours over the last year and with a brand new Clinical Hub and Urgent Treatment Centre, ECS continues to develop as an organisation adapting to the changing healthcare landscape across all sectors.

Role Summary

As a senior leadership role, the Head of Operations (HOO) will report directly to the Managing Director and will be accountable for service delivery and contract management of operations across ambulance, event and education activity, maintaining and developing effective partnerships with emergency service partners and key stakeholders.

The HOO will provide visible and credible leadership that promotes the values of Enhanced Care Services and demonstrates a commitment to the organisational strategy and culture, particularly focussing on driving quality across efficient and effective service delivery. In doing so, the HOO will facilitate the delivery of the strategic direction of the business within operations.

About You

You will be passionate about the delivery of high quality operations, with a keen eye for detail and the ability to communicate effectively with a wide range of stakeholders. Working within a rapidly developing organisation across a changing healthcare landscape, you will be someone who enjoys navigating areas of uncertainty and exploring potential opportunities to provide solutions to our clients. As a role central to operations, you will be someone who enjoys multi-tasking and leading a team to become increasingly efficient, driving constant learning and development as we continually improve our service delivery. You will uphold standards, and not be afraid to work hand-in-hand with our people, becoming an integral part of #TeamECS.



Duties and Responsibilities

Leadership

- Promote the vision, values and objectives of Enhanced Care Services and demonstrate a commitment to the organisational strategy and culture.
- To provide visible leadership to the operations team.
- Demonstrate that fairness and respect are central to excellent leadership behaviours and influence others to do the same.
- Establish a supportive, fair and open culture that encourages the team to meet required performance and clinical standards.
- Demonstrate commitment to continuously improving your own skills, behaviours and experience to deliver improved patient outcomes and service delivery.

Service Delivery & Contract Management

- Ensure all services provided are patient-focused and of high quality, optimising the resources available.
- Develop a high performing operations team who are held to account in terms of delivery and clinical outcomes.
- Accountable for the effective delivery of all operations, including workforce, fleet, logistics, equipment, medicines, scheduling. Some responsibilities may be delegated to the wider leadership team.
- Accountable for maintaining operational performance within scope of influence, including tendering and mobilisation of operational contracts.
- Accountable for contract compliance against predetermined key performance and quality indicators.
- Report internally and externally on contract performance and compliance as required.
- Hold and responsibly manage the delegated operational budget for operations delivery in accordance with ECS Financial Instructions and Scheme of Delegation.
- Establish and maintain close working relationships with external partners to foster effective collaborative working and effective contract management.
- In partnership with or on behalf of the Executive Leadership Team, liaise with other healthcare providers, healthcare organisations, customers and commissioners to facilitate effective and safe service delivery.
- Be responsible for assessing and managing risk in line with ECS Policy, including maintenance of the risk register for operational activity.
- Develop and create reports on operations activity in a format that could be shared and interpreted by others both internally and externally with local, regional and national stakeholders.
- Attend/chair internal and external meetings representing ECS.
- Manage complaints and oversee incident investigation and reporting procedures, considering any quality improvement and ensuring clear communications to team members is in a constructive manner.
- Participate in an on-call rota as the company duty manager, providing a single point of contact for staff and external partners to report urgent issues or escalate concerns.

People Management

- Responsible for line management of the Ambulance Operations, Event Operations, Education & Training and Fleet, Equipment and Logistics Leads.
- Provide senior line management for all staff within operations, providing a point of escalation for people management requirements.
- Ensure that all staff within operations are aware of, and understand, the policies and procedures of ECS.
- Facilitate a positive culture of openness, learning and wellbeing.
- Support recruitment and selection activity.

Quality Improvement & Organisational Development

- Engage with all ECS teams to ensure that work streams are able to meet their objectives. Actively involve all stakeholders where appropriate.
- Be responsible for the development and implementation of policy within operations.



ENHANCED Care Services

- Support ongoing organisational development including the development of policies and procedures to guide practice.

Person Specification

Criteria	Essential	Desirable	Assessed
Qualifications and Training			
Management/leadership qualification or equivalent demonstrable experience	✓		CV/Interview
Hold a degree in relevant subject		✓	CV/Interview
Project management qualification		✓	CV/Interview
Quality improvement qualification		✓	CV/Interview
Hold a full UK driving licence with a maximum of 3 penalty points	✓		CV
Skills, Knowledge and Experience			
Demonstrable experience of senior operations leadership at a tactical level, with evidence of engaging with stakeholders at all levels	✓		CV/Interview
Experience leading operationalisation of new service lines and driving process efficiencies within current operational activity	✓		CV/Interview
Experience of managing service delivery against contract specifications, budgetary constraints and key performance indicators, with a keen eye for detail	✓		CV/Interview
Extensive experience of people leadership including building high performing teams	✓		
In-depth knowledge of frontline ambulance service operations		✓	CV/Interview
In-depth knowledge of the UK event sector		✓	CV/Interview
Good knowledge of NHS landscape and commissioning structure		✓	CV/Interview
Excellent written and verbal communication skills	✓		CV/Interview
Good IT skills to enable accurate record keeping	✓		CV/Interview
Well developed negotiating and reasoning skills	✓		CV/Interview
Aptitudes and attributes			
Promote the values of Enhanced Care Services and demonstrate a commitment to the organisational strategy and culture	✓		Interview
Demonstrate excellent interpersonal, teamwork, communication and social skills	✓		Interview
Demonstrate ability to work on own initiative, be forward thinking and able to work independently	✓		Interview
Ability to prioritise, act under pressure and apply deadlines to workload	✓		Interview
Ability to identify learning needs and motivate others	✓		Interview
Potential and willingness for personal change with the ability and commitment to learn new skills	✓		Interview
Other position requirements			



Flexible in approach to supporting the needs of the business	✓		Interview
Able and willing to travel for work purposes	✓		Interview
Ability to join the on call rota structure	✓		Interview
Enhanced DBS Clearance in the last 5 years (or commit to an Enhanced DBS check)	✓		Checks