

Head of Central Operations

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Company: mydentist

Location: Kearsley

Category: other-general

A brand-new role for a Head of Central Operations to join our Operations Function at MyDentist.

A full-time, permanent, and flexible hybrid position

Open to candidate's location but must be flexible to travel to our Support Centre in Kearsley (M26 1GG) 1-2 days per week or when needed during projects as well as travel 1-2 days per week into practices

Competitive salary depending on experience with car allowance and bonus opportunities

Reporting directly to our Chief Operating Officer and being part of our Senior Leadership Team at MyDentist

The opportunity to drive a transformation in operational effectiveness, cost optimisation, and overall efficiency across the organisation as well as drive the change agenda and develop the existing programme team

What is the role?

Operational Strategy: Develop and communicate a clear operational efficiency strategy that aligns with the company's goals and objectives

Process Improvement: Identify and implement process improvements, automation, and best practices to enhance operational efficiency

Change Management: Develop and implement a strong PMO capability, creating a clear and consistent prioritisation process and providing visibility across all strategic initiatives to the Executive and Leadership teams

Continuous Improvement: Drive a culture of continuous improvement and change management within the organization

Cost Optimization: Analyse and reduce operational costs, while maintaining or improving product/service quality

Performance Metrics: Define key performance indicators (KPIs) to measure operational efficiency and regularly report on progress to company leadership

Team Leadership: Build and lead a high-performing operational efficiency team, change management team and operational loss team fostering collaboration, creativity, and accountability

Resource Allocation: Ensure optimal resource allocation across departments and functions to maximize efficiency

Technology Integration: Identify and implement relevant technologies, systems, and tools to support operational efficiency goals

Supplier/vendor management: Collaborate with procurement and the Private and Specialist team to optimize relationships with suppliers and vendors

Compliance and Risk Management: Ensure that all operational processes comply with relevant regulations and minimise operational risk and loss

Stakeholder Management: Understand and manage all key stakeholders through any change. Foster a culture of openness and collaboration with a drive to move forward

I would be great at that! What skills do I need?

Proven experience in operational efficiency, process improvement, change management, and operations management, with at least 5 years in a leadership role

Strong analytical and problem-solving skills

Excellent leadership and team management abilities

Data-driven decision-making with a focus on results

Effective communication and collaboration skills

Familiarity with lean principles, Six Sigma, or other efficiency methodologies

Experience in using technology to drive operational efficiency

Strong project management skills

Prepared to take a hands-on approach to supporting delivery across the team

As part of {my}dentist, you'll be joining the UK's leading provider of dentistry, which supports more than 4 million patients each year to get access to the care they need.

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MYDSC

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