

Operational management

NHS operational managers make sure that our staff have what they need to deliver effective patient care through the successful planning and delivery of services and resources.

They have a number of responsibilities such as liaising with frontline staff and other professionals, working with the public, managing complaints and looking at how best to deliver key NHS services.



Operational management includes a number of different roles, including:

- [administration management](#) ^[1]
- [facilities management](#) ^[2]
- [hotel services management](#) ^[3]
- [decontamination services management](#) ^[4]
- [integrated urgent care/NHS 111 team leader](#) ^[5]

Operational managers can progress into senior positions at board level such as a director of operations

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