



CPL RESOURCES PUBLIC LIMITED

COMPANY



#JOB-2472716



One Haddington Building, Haddington Road,

Dublin 4, D04 X4C9



No of positions : 1



Paid Position



37.5 hours per week



50000.00 Euro Annually



01/10/2026



29/10/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : daryl.buggle@cpl.ie



Open your camera
app & point here
to view this ad
online



Healthcare Services Operations Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Responsible for overseeing the operational delivery, service performance, compliance, and commercial effectiveness of Cpl Healthcare's Occupational Health division. The role ensures the efficient coordination of occupational health services, clinical resources, client deliverables, and customer experience while driving operational excellence and business growth.

Main Duties / Responsibilities

Oversee daily operations of the Occupational Health division. Ensure services are delivered efficiently and in line with contractual obligations, service level agreements, and company standards. Monitor workflows to ensure timely delivery of occupational health services. Implement operational improvements to enhance efficiency, client experience, and profitability. Manage workforce planning, service demand, clinical resource utilisation, and operational performance. Lead and support the Occupational Health administration and operations team. Work closely with Occupational Health Physicians, Nurses, and external clinical partners. Build and maintain strong client and stakeholder relationships. Support client retention and growth opportunities. Collaborate with internal departments to support operational objectives. Monitor and report on operational KPIs including service delivery performance, clinician utilisation, turnaround times, customer satisfaction, and revenue targets. Analyse operational data to identify trends, risks, opportunities, and areas for improvement. Support budgeting, forecasting, and resource planning. Ensure compliance with company policies, clinical governance requirements, GDPR, health and safety legislation, and industry standards. Support audits, inspections, quality reviews, and continuous improvement initiatives.

Essential Criteria

3-5 years' experience in healthcare operations, healthcare administration, or service delivery management. Experience leading teams and managing performance. Strong understanding of operational processes, workforce planning, and service delivery management. Experience implementing process improvements and operational controls. Excellent communication, stakeholder

management, analytical, and problem-solving skills.

Education

Degree in Business, Healthcare Management, Operations Management, Human Resources, Nursing, Health Sciences, or related discipline (desirable).

Why Join Us?

Lead a growing Occupational Health service. Shape operational excellence and service innovation across Ireland. Work with an experienced multidisciplinary healthcare team. Influence strategic growth and client success.

- This vacancy is suitable for Remote/Blended working
- **Sector:** administrative and support service activities

Career Level

- Managerial