



The Optical Shop



#JOB-2473586



THE OPTICAL SHOP, 10 Rock Hill, Blackrock,
Co. Dublin, A94 VP03



No of positions : 1



Paid Position



40 hours per week



37000.00-42000.00 Euro Annually



06/10/2026



03/11/2026

How to apply

Application Method :

Not available



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Clinical Operations Manager – Optical Services

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

The Optical Shop Limited seeks a Healthcare Practice Manager to lead the operational delivery of patient eye-care and optical services within its independent practice.

DUTIES:

- Manage patient pathways from booking and arrival through examination, dispensing and follow-up, coordinating operational arrangements with registered professionals.
- Plan appointment capacity, room utilisation, staff deployment and practice resources; monitor waiting times and resolve service delays.
- Supervise optical-support and administrative employees, prepare rosters, allocate duties within their training and permitted scope, and monitor performance.
- Coordinate laboratory workflow, external laboratory services and spectacle-order tracking.
- Ensure examination rooms, equipment, patient records and supplies are ready for registered Optometrists.
- Develop and maintain procedures for reception, clinical-support workflows, laboratory coordination, equipment and records.
- Manage operational quality assurance, conduct audits, investigate service failures and implement corrective actions.
- Manage non-clinical complaints and incidents; escalate clinical concerns and patient-care questions to registered professionals.
- Monitor remakes, defects, delayed orders and supplier failures, addressing operational causes.
- Maintain procedures supporting GDPR, confidentiality, secure records, hygiene and workplace safety.
- Oversee equipment maintenance, servicing and calibration; maintain service and fault records.
- Manage stock, replenishment and procurement within delegated authority; monitor supplier pricing, quality and delivery.
- Monitor expenditure against approved budgets, analyse variances and recommend cost-control improvements.

- Monitor KPIs covering patient flow, capacity, turnaround times, order accuracy, stock and patient satisfaction.
- Report operational performance, risks and improvement priorities to directors.
- Coordinate recruitment, induction and training, maintain training records and monitor procedural compliance.
- Lead workflow improvements and coordinate new equipment, technology and practice systems.

REQUIREMENTS

- Relevant third-level qualification in Optometry, Ophthalmic Science, Healthcare Management or Occupational Safety and Health qualifications considered with healthcare management experience involving practice operations, patient-service coordination and staff supervision.
- Knowledge of optical workflows, quality assurance, GDPR, confidentiality and workplace safety.
- Experience in resource planning, stock control, procurement, supplier coordination and management reporting.
- Strong leadership, organisational, communication, problem-solving and computer skills.
- Independent optical-practice experience and knowledge of lenses, equipment, budgets and operational audits are desirable.

PROFESSIONAL SCOPE

This is an operational management position, not an appointment as an Optometrist or Dispensing Optician

- **Sector:** human health and social work activities

Career Level

- Managerial