**CAEN MEDICAL CENTRE**

**Practice Manager job description & person specification**

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| **Job Title** | Practice Manager |
| **Line Manager** | Business Partner |
| **Accountable to** | The Partners |
| **Hours per week** | 37 |

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| **Job Summary** |
| To manage and coordinate all aspects of practice finances, functionality, motivating and managing staff, patient services, premises and health and safety management. Through innovative ways of working, lead the team in promoting ED&I, SHEF, Quality & CI, Confidentiality, Collaborative Working, Service Delivery, Learning and Development and ensuring the practice complies with CQC regulations. |

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| **Generic Responsibilities** |
| All staff at Caen Medical Centre have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice you will complete a practice induction programme; this is managed by the Practice Administrator.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. You will be required to partake and complete mandatory training |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the practice manager and bear equal importance. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.  The practice manager is responsible for:   1. Overseeing the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities 2. Overseeing the administrative elements of QOF, in liaison with the practice administrator 3. Ensuring compliance with CQC regulations and standards 4. Functional management of all clinical and administrative staff 5. Maintaining effective systems for the resolution of disciplinary and grievance issues, maintaining an overview of staff welfare 6. Maintaining an effective overview of HR legislation 7. Managing the financial elements of the practice, including budgets, petty cash, etc. seeking to maximise income and reduce expenditure 8. Managing contracts for services i.e. gardening, window cleaning, maintenance etc. 9. Maintaining an effective liaison with the accountant, overseeing practice accounts, ensuring year-end figures are presented 10. Briefing partners on all financial matters, including forecasting 11. Managing and processing partner’s drawings, PAYE and pensions for practice staff 12. Ensuring the practice has appropriate insurance cover 13. Maintaining, reviewing and embedding the business resilience plan 14. Overseeing the reviewing and updating of all practice policies and procedures 15. Leading change and continuous improvement initiatives; coordinating all projects within the practice 16. Coordinating and leading the compilation of practice reports and the practice development plan (PDP) 17. Managing the procurement of practice equipment, supplies and services 18. Adopting a strategic approach to the management of all patient services matters 19. Ensuring the practice maintains compliance with its NHS contractual obligations 20. Actively encouraging and promoting the use of patient online services 21. Liaising at external meetings as required 22. Ensuring the practice web site, leaflet and NHS web site are kept up to date 23. Leading the management of the Patient Focus Groups 24. Acting as the complaints manager, ensuring complaints are dealt with in a timely manner and where necessary escalated to the next level 25. The management of the premises, including health and safety aspects such as risk assessments and mandatory training 26. Ensuring all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively 27. Preparing agendas for, and chairing practice meetings 28. Managing the recruitment processes for the practice 29. Managing the practice IT system and oversee the delegated staff acting as administrators 30. Ensuring compliance with IT security and Information Governance including the completion of the annual toolkit |
| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the practice operations manager may be requested to:   1. Deputise for the partners at internal and external meetings 2. Act as the primary point of contact for NHS(E), CCG, community services, suppliers and other external stakeholders |

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| **Person Specification – Practice Operations Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to degree level in healthcare or business |  | ✓ |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification | ✓ |  |
| AMSPAR Qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of managing accounting procedures including budget and cash flow forecasting | ✓ |  |
| Experience of working in a health care setting |  | ✓ |
| Experience of managing large multidisciplinary teams | ✓ |  |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures | ✓ |  |
| Experience of successfully developing and implementing projects | ✓ |  |
| Experience of workforce planning, forecasting and development | ✓ |  |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience |  | ✓ |
| Experience of chairing meetings, producing agendas and minutes | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Ability to exploit and negotiate opportunities to enhance service delivery | ✓ |  |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Excellent leadership skills | ✓ |  |
| Strategic thinker and negotiator | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| EMIS user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to network and build relationships | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence | ✓ |  |

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