

PRINCE OF WALES & PORTESHAM

Job Title	Practice Manager
Line Manager	Practice Business Manager
Hours per week	37.5
Location	(1) Portesham Surgery DT3 4NS (primary) (2) Prince of Wales Surgery, DT1 2FD

Job Summary

The role of Practice Manager requires a self-motivated, disciplined individual who can offer strong leadership and will work as a key member of the Management Team.

This role would suit a person with considerable experience in health care management such as a senior administrator or an existing Deputy Manager looking to progress to the next step of their health care career. It would also suit someone with superb management skills in an alternative but similar environment to health care.

The post-holder will be responsible for the day-to-day running of both sites, with primary responsibility for IT, Performance Reporting, HR, training and recruitment and Governance. The post holder will also deputise for the Practice Business Manager as necessary.

Excellent IT skills are necessary as well as transferable skills in set up and use of databases/searches. Knowledge of SystmOne, or a willingness to learn, is essential.

Main Duties

The Practice Manager is responsible for:

- Supporting the Practice Business Manager in the day-to-day operations of both sites, ensuring staff achieve their primary responsibilities.
- Providing leadership and guidance to all staff ensuring that they adhere to policy and procedure
- Being point of contact for the Patient Participation Group
- Practice leader for continuous improvement and change initiatives
- Promoting services to patients and external healthcare providers through our media channels and online services

IT

- Leading on IT security and IG compliance and resolving local IT issues
- Managing the programme of staff training and development in the use of the clinical system and ensuring training records are up to date

PERFORMANCE & REPORTING

- Managing and overseeing practice performance (QOF, CQRS etc)
- National reporting such as workforce and annual electronic practice declarations
- Guiding staff and developing searches and audits on the clinical system

HR

- HR lead, overseeing recruitment
- Reviewing and updating job descriptions and person specifications
- Evaluating, organising and overseeing the staff induction programme and development plan
- Leading and embedding an effective staff appraisal process

GOVERNANCE

- Ensuring compliance with CQC regulations and standards
- Managing compliments and complaints
- Managing the premises including health and safety, risk assessments and mandatory training
- Monitoring safety alerts, significant events and other pertinent information, sharing and training
- Managing and overseeing practice policies and procedures

This list is not exhaustive and there may be, on occasion, a requirement to carry out other tasks.

Other Responsibilities

All staff have a duty to commit to the following: Confidentiality, Health & Safety, Equality and Diversity, Personal & Professional development and maintaining service quality.

PERSON SPECIFICATION

Practice Manager

	ESSENTIAL	DESIRABLE
Education/ Qualifications	<ul style="list-style-type: none"> • Good standard of education with excellent literacy and numeracy skills 	<ul style="list-style-type: none"> • Hold a relevant management/leadership qualification
Experience	<ul style="list-style-type: none"> • Experience of managing multidisciplinary teams • Experience of establishing effective administrative systems • Experience of performance management, staff development and appraisals 	<ul style="list-style-type: none"> • Experience of working in General Practice or health care • Experience of successfully developing and implementing projects • Experience of working with the general public
Skills/Knowledge/ Ability	<ul style="list-style-type: none"> • A methodical and well organised approach to work and the ability to prioritise • Strong IT skills • Ability to follow policy and procedure • Excellent communication skills (written and oral) • Ability to work as a team member and autonomously • Excellent interpersonal skills • Problem-solving and analytical skills • Effective time management • Experience of databases and audits 	<ul style="list-style-type: none"> • Process improvement methodology • Ability to recognise opportunities to improve service delivery • Experience of working with SystemOne
Personal Qualities	<ul style="list-style-type: none"> • Sensitive, caring and able to show empathy in difficult situations • Motivated and proactive • Forward thinker with solution focused approach • Ability to use initiative and judgement • High levels of integrity • Confident, assertive and resilient • Ability to work under pressure • Flexibility to work outside of core office hours if required • Driving Licence 	Ability to lead and deliver change

This document may be amended following consultation with the post holder to facilitate the development of the role, the surgery and the individual. All personnel should be prepared to accept changes in duties to enable the efficient running of the Surgery across both sites.