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SEA MILLS SURGERY
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Job Description **Practice Manager**

REPORTS TO: **The Partners**

HOURS: **Part time (0.6 FTE) 22.5 hours**

REPORTEES: **10**

Job Summary

Provide excellent organisational management skills to enable the Practice to meet its agreed aims and objectives. Support the smooth running of the Practice by leading and directing the practice support staff on a day to day basis as well as working with the GP Partners on strategy and development.

Job Responsibilities

Strategic Management and Monitoring

- Keep abreast of current affairs and identify potential threats and opportunities
- Monitor and evaluate performance of the Practice team against objectives; identify and manage change
- Develop and maintain effective communication both within the Practice and with relevant outside agencies

Financial Management

- Manage Practice budgets and seek to maximise income
- Manage Practice accounts; submit year-end figures promptly and liaise with the Practice accountant
- Monitor cash-flow, prepare regular forecasts and reports to the partners
- Manage and reconcile bank accounts; negotiate/liase with the Practice bankers
- Monitor and reconcile income and expenditure statements and purchase/sales ledger transactions
- In conjunction with the Partners, manage partners drawings
- Manage and monitor PAYE and Pension schemes

Human Resources

- Manage the personnel service for the Practice e.g. conduct recruitment, manage the staff appraisal process, oversee staff inductions and ensure all staff are adequately trained to fulfil their roles
- Liaise with an outsourced HR provider on more involved HR matters
- Monitor skill-mix and deployment of staff and maintain staffing levels within target budgets
- Oversee up-to-date HR documentation (including job descriptions, employment contracts and employment policies)

Organisational

- Maintain an overview of practice protocols and procedures, contribute to and co-ordinate their review and update as required
- Lead for quality and best Practice including co-ordinating the evidence of compliance with Care Quality Commission, Information Governance and other statutory requirements
- Ensure that the Practice has adequate disaster recovery procedures in place
- Oversee the following areas:
 - Convene meetings, prepare agendas and ensure distribution of minutes as necessary
 - Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place
 - Procurement of Practice equipment, supplies and services within target budgets
 - Arrange appropriate insurance cover
 - Arrange appropriate maintenance for Practice equipment

Patient Services

- Ensure service development and delivery is in accordance with local and national guidelines
- Maintain registration policies and monitor patient turnover and capitation
- Oversee and/or develop and manage an effective appointments systems, surgery timetables, duty rotas and holiday cover
- Implement an effective complaints management system
- Liaise with patient groups

Information Management and Technology

- Keep abreast of the latest development in primary care IT
- Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
- Ensure that the Practice has effective IT data security, back-up, maintenance and disaster recovery plans in place

Health & Safety

- Provide a general day to day H&S service e.g. deal with any reported risks, ensure work areas are maintained in a tidy and safe way
- Responsible Officer for Health & Safety policies and procedures and requirement to keep abreast of current legislation

Other

- Perform such other duties as may be reasonably requested by the Partners

PERSON SPECIFICATION – PRACTICE MANAGER – SEA MILLS SURGERY

	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> demonstrable commitment to professional development good general education qualifications including high numeracy and literacy grades 	<ul style="list-style-type: none"> education to degree level or equivalent management, business or personnel qualification
Knowledge and experience	<ul style="list-style-type: none"> demonstrable experience of leadership and people management understanding and experience of financial planning and management experience of dealing with the public/customers/patients experience of working as part of a team working knowledge of employment and health and safety legislation experience of implementing and developing new systems 	<ul style="list-style-type: none"> experience of working in Primary Care and knowledge of healthcare provision within Primary Care experience of strategic planning experience of agreeing and managing budgets experience of negotiating and managing contracts
Skills and abilities	<ul style="list-style-type: none"> excellent interpersonal and organisational skills, with proven track record of developing sound working relationships within an organisation as well as external agencies good communication skills ability to persuade, motivate, influence and support staff and colleagues proven skills in leadership and facilitation good negotiation skills excellent report writing and analytical skills project management skills IT competence 	<ul style="list-style-type: none"> competent with MS Office including Excel proven aptitude working with Partners of a business to deliver effective operational services able to manage a small business within a National service and understand key deliverables as set by the Department of Health
Personal qualities and attributes	<ul style="list-style-type: none"> adaptable, innovative, forward looking, optimistic ability to think strategically with vision self-motivated with the ability to organise and prioritise own workload positive attitude to change ability to delegate but also a willingness to perform general tasks when necessary 	<ul style="list-style-type: none"> Interest in developing self and others

	<ul style="list-style-type: none"> • able to juggle a number of projects simultaneously • a calm manner • sense of humour 	
Other	<ul style="list-style-type: none"> • able to work outside of normal office hours where required e.g. evening meetings • demonstrates a high level of integrity • able to maintain a high level of confidentiality 	