

DOWNEND HEALTH GROUP

EXECUTIVE BUSINESS MANAGER - JOB DESCRIPTION

Introduction

The Executive Business Manager will have a pivotal role within the organisation and is expected to devote their full attention to the business and finance of the Practice. Whilst remaining responsible to the Partners, the Executive Business Manager must provide the leadership necessary to maintain the cohesion of the team to ensure organisational and clinical excellence and have the clarity of purpose that is required to steer the practice in the changing climate of the NHS. The practice vision must be developed in a dynamic way so that it enables the practice to respond appropriately to the demands placed upon it.

The Executive Business Manager will have responsibility, alongside the Executive Operations Manager, for the efficient and effective running of the practice and the delivery of an excellent service to patients.

Reporting directly to the Partners and working closely with the Executive Operations Manager, NHS Contracts Manager, Finance Manager, Human Resources Lead and Facilities Lead the Executive Business Manager will have particular responsibility for the areas outlined below:

Practice Development

The post holder will:

- Keep abreast of current affairs and identify potential threats and opportunities; contribute to Practice strategy; formulate objectives and research and develop ideas for future Practice development.
- Develop and maintain effective communication, both within the Practice and with relevant outside agencies.
- Be responsible for the production of an Annual Report to monitor standards, record progress and report on activity through the year.
- Prepare and annually update the Practice Development Plan; oversee the implementation of the aims and objectives.
- Assist in the management of development and expansion plans; maximising and negotiating practice income from rental agreements.

Financial Management

The post holder will:

- Review Practice expenditure; oversee the management of Practice budgets and seek to maximise income through negotiation with NHS England, the CCG and other bodies. By preparing and submitting regular development plans ensure the Practice receives an appropriate and equitable allocation of resources.
- Understand and report on the financial implications of contract and legislation changes.
- Review and negotiate financial arrangements for both buildings owned and run by the Practice.
- Oversee the management of Practice accounts; liaise with the Practice Finance Manager and Accountant as necessary.
- Oversee cash-flow and report to the Partners.

- Oversee management and reconciliation of bank accounts; negotiate/liase with the Practice Bankers if necessary.
- Oversee monitoring and reconciliation of income and expenditure statements.
- Oversee management of Partners' drawings.
- Oversee management and monitoring of PAYE for Practice staff and maintenance of appropriate records.
- Oversee management of contributions to the Practice pension scheme and maintenance of appropriate records.
- Oversee management of appropriate systems for handling and recording of cash, cheques and petty cash.

Human Resources

The post holder will:

- Support and work alongside the Human Resources Lead.
- Maintain a system of appraisal and personal development plans for the NHS Contracts and Finance Managers, Human Resources and Facilities Leads.
- Ensure that these staff have access to appropriate training and development opportunities.
- Ensure that all staff are legally and gainfully employed.
- Manage staffing levels within target budgets.
- Alongside the Executive Operations Manager, support and mentor staff both as individuals and as team members; implement effective systems for the resolution of disputes and grievances.
- Keep abreast of changes in employment legislation.
- Ensure Human Resource documentation (including job descriptions, employment contracts and employment policies) is kept up to date.

Organisational

The post holder will:

- Oversee Facilities Lead in ensuring that Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place; manage the procurement of practice equipment, supplies and services within target budgets; develop and review health and safety and fire policies and procedures; keep abreast of current legislation and ensure that the Practice is CQC compliant.
- Arrange appropriate Insurance cover.

Targets and NHS Initiatives

The post holder will, working alongside the Executive Operations Manager and NHS Contracts Manager to:

- Adopt a strategic approach to the development and management of patient services.
- Ensure service development and delivery is in accordance with local and national guidelines.
- Ensure that the Practice complies with NHS contractual obligations in relation to patient care.
- Manage QOF jointly with relevant Leads to ensure that all organisational aspects of the QOF are achieved and to support the Partners in the development and implementation of appropriate systems to ensure the achievement of maximum clinical points.
- Participate in audit where appropriate.

Meetings

The post holder will:

- Participate in the Partnership and Senior Management Team meetings on a monthly basis.
- Work with appropriate Practice members to set meeting agendas, to ensure that the agendas and appropriate documents are available in advance of meetings, and that agreed actions are carried out.
- Attend CCG and PCN Meetings as required.

Information Management and Technology

The post holder will, working alongside the Executive Operations Manager and the IT lead:

- Evaluate and plan the practice IT implementation and modernisation.
- Keep abreast of the latest development in Primary Care IT and NHS Digital directive.
- Liaise with the CCG regarding systems procurement, IT funding and national IT development programmes.
- Motivate, support and monitor staff in the use of IT.
- Organise, oversee and evaluate IT training within the Practice Team.
- Set targets and monitor standards for data entry and data collection.

Personal and Professional Development

The post holder will:

- Participate in any training programme implemented by the Practice as part of this employment.
- Participate in an annual individual performance review, including taking responsibility for maintaining a record of his/her own personal and/or professional development.
- Take responsibility for his/her own development, learning and performance; demonstrating skills and activities to others who are undertaking similar work.

Quality

The post holder will:

- Strive to maintain quality within the Practice.
- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities; making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Health and Safety

To ensure that the principles of health and safety, as defined in the Practice Handbook, are clearly understood throughout the Organisation.

Confidentiality

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately. In the performance of the duties outlined in this job description the post holder may have access to confidential information relating to patients and their Carers, Practice staff and other Healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information, from any source, is to be regarded as strictly confidential information. Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data in accordance with GDPR.

Equality and Diversity

The Executive Business Manager is to recognise the benefits of a diverse workforce and be committed to providing a working environment that is free from discrimination. The Practice will seek to promote the principles of equality and diversity in all its dealings with employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

HOURS: 25-30hrs per week (negotiable)

SALARY: Negotiable subject to experience

HOLIDAYS: 30 days per annum + Bank Holidays (Pro Rata)

This job description sets out the duties which this role normally entails. The job holder should understand that the job title and job description may be amended by the employer, and that he/she may be called upon to carry out additional or other duties as may reasonably be required by the Practice. The nature of our business means that the job holder must be flexible in his/her approach to the work in order to provide service to patients.