

# PRIORY SURGERY

## Patient Experience and Engagement Manager

### Person Specification

**Job Title:** Patient Engagement and Experience Manager

Specification	Essential	Desirable
<b>Education, Qualifications, Training</b>	<ul style="list-style-type: none"> <li>Minimum 2 GCSE passes or equivalent, Inc Math &amp; English</li> </ul>	<ul style="list-style-type: none"> <li>Qualification in leadership, management and/or patient/customer experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven experience managing a team, including performance management and staff development, ideally in a GP practice or healthcare setting.</li> <li>Management experience in a patient/customer-facing environment</li> <li>Experience of managing conflict and handling complaints</li> <li>Experience of audit and process improvement</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of the day-to-day functions of General Practice</li> <li>Patient Navigation experience</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Strong understanding of patient engagement principles and excellent interpersonal skills</li> <li>Knowledge of MS Office, in particular Microsoft Excel</li> <li>Familiar with the principles of data protection and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of EMIS clinical computer systems</li> <li>Understanding of all aspects of H&amp;S</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Ability to use own judgement, resourcefulness and common sense</li> <li>Ability to work without direct supervision and determine own workload priorities</li> <li>Ability to work as part of an integrated multi-skilled team</li> <li>Pleasant and articulate</li> <li>Ability to communicate clearly &amp; succinctly verbally and in writing</li> <li>Ability to work under pressure</li> <li>Strong work ethic with a flexible approach</li> <li>Ability to work in a changing environment</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Reliability, punctuality and good organisation</li> </ul>	