

Job Advert for Practice Manager

Job Title	Practice Manager
Line Manager	GP Partners
Accountable to	GP Partners
Location	Stockwood Medical Centre
Salary	Dependant on Experience
Hours per week	37.5 – Full Time, Flexible Hours

Job Summary

An exciting new opportunity has arisen for an enthusiastic and forward-thinking Practice Manager to lead our business and operational functions at Stockwood Medical Centre. This is an excellent opportunity for a confident, capable leader who thrives in a varied role to maintain a well-respected and thriving practice.

The successful candidate will oversee day-to-day operations, support strategic development and ensure the smooth delivery of high-quality patient centred care. Strong leadership, effective communications, sound judgement and a collaborative approach are essential. Experience of managing a practice in primary care is highly desirable but not essential, and we welcome applicants who bring both operational expertise and a genuine commitment to supporting our team and patients.

We offer a supportive working environment and the chance to make a visible impact.

Main duties of the job

You will

- Provide effective leadership to the practice management and administrative teams.
- Manage HR, recruitment, induction, retention and workforce planning.
- Promote a culture of teamwork, accountability, openness and continuous improvement.
- Monitor and maintain contractual requirements, targets and performance indicators.
- Ensure the practice is prepared for inspections, reviews and contractual monitoring.
- Liaise with the ICB, PCN and other relevant NHS Organisations

The full list of responsibilities is set out in the Job Description below.

About Us

Stockwood Medical Centre is a long standing and ever-expanding practice with our patient population covering a variety of demographics. Situated on the Southeast of Bristol, we are in easy reach of both Bristol and Bath, and close to the Somerset countryside. We provide care for around 10,800 patients and are active members of the Connexus Primary Care Network.

We are a very friendly, dynamic and supportive team of 2 GP Partners, 6 salaried GPs, 3 advanced nurse practitioners, 7 practice nurses, 2 HCAs and 2 phlebotomists supported by our experienced administrative and reception teams. We are also an established GP training practice and are actively involved in both undergraduate and post graduate medical education.

We regularly receive great patient survey results with over 95% rating as excellent or good. We focus on importance of staff wellbeing and organise social events throughout the year. We are forward-thinking in how we develop staff and services to meet the needs of our patients.

Job Description

Job Responsibilities

The Practice Manager provides overall business leadership, setting direction, developing the practice's systems and processes, leading its people functions and helping to build a financially sustainable practice for the long term. The role leads a small management team and works closely with the GP partners to translate strategic priorities into practical delivery.

The role carries particular responsibility for continuing the CQC inspection readiness work and supporting the practice to maintain high standards of patient care

Leadership, Business Planning and Systems Development

- Provide overall leadership of business planning, including monitoring practice performance against QoF, enhanced services and other contractual and national requirements.
- Lead the ongoing development of practice systems and processes, ensuring they are implemented, modern and efficient.
- Lead and support the practice's management team, delegating operational and specialist delivery while retaining oversight of standards and outcomes.
- Ensure all practice systems are used effectively to support safe patient care and good information management.

People and HR Management

- Provide overall HR leadership across the practice, working closely with teams on day-to-day matters.
- Maintain HR policies and processes, reflecting current legislation and good practice.
- Apply practice HR policies consistently and fairly, leading recruitment and induction.

Compliance and Quality

- Act as the Senior Information Risk Officer (SIRO) for the practice.
- Ensure the practice meets its obligations under health & safety, safeguarding (Adults and Children) and employment law.
- Oversee clinical systems (EMIS Web), IT and Information Governance, including GDPR and data protection compliance.
- Lead on incident reporting, significant event analysis and complaints handling.
- Keep practice policies under regular review and ensure staff are aware of and trained on them.

Strategic and Partnership Support

- Work closely with the GP partners to implement the practice's action plan and priorities.
- Represent the practice in dealings with the ICB, PCN and other external system wide stakeholders.
- Support a positive, open working culture across the practice, in keeping with the practice's approach to people management.

Person Specification

Skills & Attributes

Essential

- Clear, confident communicator, able to work well with GPs, clinical staff and non-clinical teams alike.
- Sound, practical judgement, able to prioritise across competing operational demands.
- A genuinely compassionate and fair approach to managing people, comfortable addressing issues directly.
- Well organised, with strong attention to detail, particularly in relation to compliance and financial matters.
- Resilient and calm under pressure, with the confidence to lead a team through a period of change.
- Effective time management (planning, organising and prioritising) with excellent problem solving and analytical skills.

Desirable

- IT literate, with the ability to learn practice-specific systems – EMIS Web.

Experience

Essential

- Experience in a practice management or operational management role, ideally within primary care or healthcare setting.
- Effective time management (planning, organising and prioritising) with excellent problem solving and analytical skills
- Experience of managing day-to-day operations, implementing policies and improving efficiency and quality of services
- Managing, supervising and developing staff, including recruitment, induction, performance management and handling staff issues

Desirable

- Direct experience of CQC inspection processes and evidence preparation.

Qualifications

Essential

- Good general education, to A level or to a standard that includes numeracy and literacy that supports financial and written reporting.

Desirable

- Degree or postgraduate qualification in healthcare or business management, leadership or related discipline.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

This job description seeks to outline the key duties and responsibilities of the post; it is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will naturally change as the business matures and may be reviewed from time to time.

To find out more about the role and arrange an informal visit please contact Yvonne Thompson Business & Finance Manager for further details, yvonne.thompson10@nhs.net

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