



## **JOB DESCRIPTION**

**JOB TITLE:** Practice Manager

**REPORTS TO:** Business Partner

**HOURS:** Full Time

**NHS SALARY BAND:** WLS Band 8

### **Job Summary:**

Overall leadership and responsibility for the Business Management and Development of the Practice in order to meet all its strategic and statutory obligations. Working with the partners to develop and modernise the practice to better use IT systems to maximise practice performance to increase efficiency and service for patients.

Overall responsibility for development, deployment and management of systems related to Finances, procurement, governance, IT, risk management, Health and Safety, Estates and all other non – clinical aspects of the practice. Actively Lead and Chair the Operations Management Team (OMT), represent the practice at OHP / PCN or other events relevant to the post.

### **Job Responsibilities:**

#### **Business Management**

- Direct management responsibility for the Operations Management Team – including the Lead Nurse
- Direct responsibility for XERO financial system
- Setting and managing budgets, including division of duties, financial regulations etc.
- Responsible for providing accurate and meaningful reports to the partners including identifying additional income responsibilities across the practice
- Achieving the targets of the Practices current approved 'Business Development plan'
- Working alongside the Business Partner identify all sources of income in order to set annual budgets
- Producing and managing five year budget plans to support the partners in understanding the direction of the practice
- Produce and plan long term staffing and other resources effectively, including cost plans
- Carry out procurement exercises, manage accounts and funding under the 'best value' principals including challenging and monitoring contracts through KPI's

- Identify and collate all income, including commitments within the Practice in order for accurate monthly reporting
- Ensure the OMT are accurately collating data which enhances the income streams through the QOF or PCN initiatives and any other additional income streams

## **Development**

- Responsible for ensuring all data is collected accurately, timely and produce relevant reports for the Partners that provide information that supports the practice in self-improvement and development, which in turns provides the best streamlined service for the patients
- Working with the Partners to streamline and develop the entire office systems to best use of electronic systems, championing and training staff when required
- Develop and implement equality and diversity into all processes and procedures for patients and staff
- Ensuring that all staff resources are fully trained to the latest techniques and systems at all times, monitored through OMT and personal development plans
- Development and management of all Practice policies including the policy register
- Development and management of the practice Risk Register as outlined in the HM Government 'The Orange' Book
- Lead in the development of Health and Safety including risk assessment, newsletters, accident procedures and legal requirements which protect the practice both before and after a major incident or event
- Lead in the development of a suitable lockdown system which protects staff and patients, including training and management of the procedures
- Development and lead with the appropriate partner IT, specifically website revamp, standard documents and templates
- Develop, manage and produce timely reports on critical data related to CQC, PCN, NHS, employment law etc.
- Work with external entities such as NHS, CCG, PCN, OHP and others to ensure the practice stays on top of any new developments in systems, process, laws and these are articulated to both the Partners and Staff through the set / agreed management structure
- Identify and support the partners with income generation projects through assessment of the political environment and the needs of the patients
- Continuously lead and develop the practice to ensure
- Drive through system changes to maximise service improvement for the patients with OMT as well as ensuring staff wellbeing is not compromised

## **General**

- Develop and Chair the Practice Operational Management Team (OMT), continuously develop the team and all its processes
- Arrange and manage the set meetings for OMT including minutes and agenda's
- Support the Partners and specifically the Chair with preparation of the monthly meetings including setting agenda's, attending meetings and taking minutes

- Prepare all relevant 'bench marking' data for the practice e.g. management of equality and diversity, PCN / QOF targets, patient feedback etc.
- Lead the OMT with regards to the practices CQC requirements, ensuring that the link with the partners and the staff is maintained with regards to developments and projects
- Responsible for having a clear understanding of employment law and how it equates to the projects, development and changes suggested, working with the HR/Office Manager, OHP Employment law to advise the partners along with recommendations
- Responsible for the set up and management of all Practice policies including their renewal / update and distribution to staff. Liaison with OHP and Partners is critical
- Work with and support the OMT with staff training ensuring all staff are adequately trained , supported and capable of carrying out their job role
- Work with Partners to ensure that external staff training is available and an adequate annual budget is available and this is equally and fairly allocated
- Support in selection and recruitment, when required
- Support all partners with their allocated business responsibilities through development of OMT and ensuring the systems required are developed, embedded and the data required to benchmark and manage is collected and collated accurately

### **Confidentiality / GDPR:**

- 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 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.
- Post-holder must comply with the practice's GDPR policy at all times

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills

- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.
- Adhere to any risk assessments related to the post as identified by the line manager

### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Safeguarding:**

It is the responsibility of all staff to be aware of their obligations and responsibility with regards to safeguarding. The post holder will be required to complete training in Adult & Child Safeguarding every 3 years at the level indicated for their role in the Intercollegiate Document. There is also ongoing training required in local safeguarding policies and procedures.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating /sharing skills and activities to others who are undertaking similar work.
- The post-holder will share in the development and improvement of their work area to ensure efficiencies
- The post-holder will develop and promote team work within their area of work as well as other sections ensuring the smooth running of the practice for the patients

### **Quality:**

The post-holder will strive to maintain quality within the practice, and will:

- 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 and 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.
- Promote a positive experience attitude for all patients visiting the practice or over the phone.
- Promote and develop transparent working relationships with teams across the practice.
- Post-holder must always conduct themselves in a professional manner adhering to all guidance set in the staff handbook.

### **Communication:**

The post-holder should recognize the importance of effective communication within a team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

### **Contribution to the Implementation of Services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Responsible for adhering to any changing guidance and procedures related to the role

### **Responsibility Structure Chart**

Date of post job description review	17/06/2022
Reviewed by	Nirmala Kumari
Job Title	Strategic Business & Development Manager
Date approved by Partner	30 <sup>th</sup> June 2022
Name of Partner	Dr Jo Sherrington
Signature	<i>Jo Sherrington</i>

## Person Specification

**JOB TITLE:** Practice Manager  
**REPORTS TO:** Business Partner  
**HOURS:** Full Time  
**NHS SALARY BAND:** WLS Band 8

	<b>Essential criteria</b>	<b>Method of assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Maths and English GCSE pass</li> <li>• Project management, NVQ Level 5, Accountancy, Business Management or equivalent</li> </ul>	AF
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within a business environment and understanding the constraints of public and private sector funding</li> <li>• Setting up budgets and plans, management of accounts / set budgets</li> <li>• Financial regulations</li> <li>• Employment law – substantial experience of managing staff within multiple disciplines</li> <li>• Setting up and managing projects around HR systems, finances, Health and Safety, Estates and compliance</li> <li>• Experience and knowledge of Risk management and its principles</li> <li>• Experience of data management</li> <li>• Experience of office management and HR</li> <li>• Experience of development work / project management</li> <li>• Compliance and Policies dictating a small business (NHS an advantage but not necessary)</li> <li>• Experience of leading ,developing and supporting a team of multidisciplinary staff to self-develop for the benefit of the organisation</li> </ul>	AF/ P / I
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Articulate with attention to detail</li> <li>• Organised and able to prioritise large work-loads and resources, including</li> </ul>	AF/ P / I

	<p>conflicting priorities</p> <ul style="list-style-type: none"> <li>• Computer literate specifically on Office 365 / Google / Share point</li> <li>• Skills to set up complex spreadsheets, data bases to manage benchmarking data</li> </ul>	
<b>Personality and disposition</b>	<ul style="list-style-type: none"> <li>• Hard working</li> <li>• Flexible</li> <li>• Leads by example</li> </ul>	
<b>Training</b>	<ul style="list-style-type: none"> <li>• Willing to take on any training required for the job role</li> </ul>	
<b>Physical requirements</b>	<ul style="list-style-type: none"> <li>• Will be required to travel to other practices within the PCN or OHP partnership for meetings</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• All statutory checks will be carried out for this post including an enhanced DBS check</li> </ul>	

AF=application form, I= Interview, T=Test, R= references