



Practice Manager Advert and Job Specification

Hildenborough and Tonbridge Medical Group

www.hildenboroughmedicalgroup.co.uk

An exciting opportunity has arisen for an accomplished and enthusiastic manager to join our well-established and friendly practice due to the retirement of our Managing Partner. Hildenborough and Tonbridge Medical Group (HTMG) would be delighted to hear from you if you have the vision and motivation to lead our GP practice through the varied and ever-changing landscape of General Practice within the NHS.

We are looking for an experienced manager with excellent communication and leadership skills, who enjoys working as part of a team. The successful candidate will be able to demonstrate sound knowledge of business management, Human Resources, finance management, and Health and Safety. They should be able to demonstrate their ability in service improvement and forward planning, and be keen to look to maximise income and ensure we continue to be a profitable practice. They will be supported by an excellent staff team including an Assistant Practice Manager, Reception Manager and Administrative team. As part of the restructuring taking place through this retirement, we are also looking to appoint a Finance Manager.

HTMG is a thriving teaching and dispensing practice in West Kent with c.17000 patients working across 2 main sites, with 2 small village surgeries (currently closed). The clinical team comprises 15 GPs (13 of whom are partners), a well-established nursing and HCA team, 2 clinical pharmacists and a large Primary Care Network (PCN) team including first contact physio and social prescribers. We also have GP Registrars, and Medical Students from Kent and Medway Medical School.

Working alongside the GP Partners, the successful candidate will be responsible for the smooth running of the practice on a day-to-day basis. Experience working as a Manager within the NHS and knowledge of CQC procedures is desirable but not essential. Strong IT skills are important, with flexibility and keenness to learn new systems if you have not worked in General Practice previously.

Job Responsibilities

The main responsibilities of the Practice Manager are listed below, but there will be flexibility dependent on the candidate's key strengths. These roles will be supported by the GP Partners and the rest of the management team.

- To manage the day-to-day running of the practice
- Management of our clinical and administrative staff with the help of the clinical leads/managers within each department
- Management of practice recruitment
- Writing, maintaining and regularly updating Job Descriptions for clinical and administrative staff
- Ensure compliance with employment legislation and effective management of any disciplinary issues
- Ensuring the practice is up to date with, and meets, all CQC requirements
- Maintaining and regularly updating the practice's policies and procedures
- Engagement with Tonbridge PCN and West Kent Primary Care; Working collaboratively with the PCN team in the joint running of PCN services
- Ensuring the practice meets all Health and Safety requirements
- Leading on quality improvement and future planning of the practice; directing development projects when they occur
- Management of the practice diary, ensuring representation at local meetings
- Management of the Practice Participation Group
- Overseeing the appraisal process, and appraising certain staff in managerial roles
- Overseeing the management of complaints and significant events
- Working with the Assistant Practice Manager to ensure staff are maintaining appropriate levels of Learning and Development
- Working with the Finance Manager, GP Partners and Assistant Practice Manager to ensure the practice finances are well managed, maximising income where possible
- Working with the team to achieve well within the QOF targets
- Management of the building and co-ordinating contractors working for the practice
- Management of the IT and Phone System, ensuring compliance with Information Governance

Person Specification

Qualifications

- Desirable, but not essential, to be educated to Degree Level or equivalent
- Excellent Literacy, Numeracy and IT skills
- A Professional Management Qualification

Personal Qualities

- Polite, kind and approachable
- Enjoys working within a team
- Motivated and hard working
- Excellent interpersonal skills
- Able to drive change and recognise areas for development
- Able to work under pressure and in a changing environment
- Able to learn quickly
- Able to use initiative and has good judgement
- Loyal, with high levels of integrity

Experience

Experience of:

- Managing within a Multidisciplinary Team
- Working with the general public
- Performance management, including managing a staff team, and leading appraisals and disciplinary procedures
- Health and Safety management
- Managing finances
- Managing complaint procedures
- Developing and executing projects

Desirable:

- Management experience within the NHS setting
- Experience of working with regulatory bodies and preparing for inspections