**Practice Manager**

**Watton Medical Practice. Norfolk**

**Salary: £45,000 plus NHS Pension.**

**Closing date 8th November 2021**

**Job summary**

A fantastic opportunity has arisen in the NHS for an accomplished and highly motivated manager, with strategic vision, to join our team.

Candidates must be conscientious, provide solid leadership and have a sound knowledge of management, finance, planning, governance and HR.

Demonstrable management experience, leadership skills and effective communication skills at all levels are essential.

The job is full time and primarily Monday to Friday.

**Main duties of the job**

* Commitment to supporting the delivery of excellent patient care with vision, willingness and drive
* Demonstrate excellent organisational and effective communication skills
* Ability to manage change through motivation and leadership
* Robust finance and business skills to maintain and improve the profitability of the business
* Strategic thinker and planner
* Ability to deliver against key targets
* Knowledge and skills of HR and the ability to act sensitively and effectively
* Ensure compliance with CQC requirements and assessments
* Lead and chair practice meetings as appropriate
* Develop and co-ordinate systems to improve the efficiency and effectiveness of the practice
* Capable of handling and diffusing complaints
* Ability to self-motivate, prioritise organise and/or delegate workload
* Good IT knowledge and experience
* Ensure practice policy and standards compliance
* Ability to present the practice to external groups

**Job description**

**Job responsibilities**

**Key Job Responsibilities**

**Finance:**

Working in conjunction with the Finance team and Finance Partner to-

* + Develop and control practice budgets, financial systems and the costs relating to the practice
  + Review and monitor income, expenditure and cash-flow forecasts
  + Ensure the organisational requirements of the practice contracts with NHSE are fully met and complied with
  + Liaise with accountant, bank and business insurance companies as appropriate or as directed by the Partners
  + Directly contribute to profit improvement by exploring areas for increasing income and reducing costs
  + Contribute to planning and organisation.

**Strategic Planning:**

* Keep abreast of current affairs and identify potential opportunities and threats
* Implement, maintain and update a Practice Development Plan, oversee the implementation of the aims and objectives
* Assist the practice in the wider community and continuing to forge the links with practices in the Breckland Alliance and Norfolk Clinical Commissioning Group.
* Formulate objectives and research and develop ideas for future practice development
* To make recommendations to the partners for practice development with regard to potential sources of income.

**Human Resources:**

* Overall responsibility for recruitment and selection of staff working, including contracts of employment and job descriptions
* Ensure Employment Law compliance for the disciplinary and dismissal process and after discussion with the partners take any legal advice necessary
* Be aware of current employment legislation
* To develop and maintain good employee/employer relationships
* To maintain good communication at all times with the whole practice team
* To oversee rotas which allow good staff cover at all times as well as giving the flexibility required at short notice to cover for illness, etc.
* To implement pay rises/scales and increments at the appropriate time
* Responsibility for appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks
* To ensure that suitable facilities are available to enable all staff to work within the practice
* Be responsible for the health and safety policy and its implementation
* Facilitate the development of a multi-disciplinary effective primary health care team
* Ensure appropriate support for recently appointed staff members
* Encourage personal staff development and motivation.

**Information Technology:**

To work closely with the senior IT administrator to:

* Ensure the update of appropriate information governance systems.
* Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
* Set targets and monitoring standards for data entry and data collection
* Work with the IT colleagues to ensure all Practice IT and telephone systems are functioning effectively.

**Patient Services:**

* Ensure that the Practice complies with NHS contractual obligations in relation to patient care
* Adopt a strategic approach to the development and management of patient services
* Maintain registration policies and monitor patient turnover and capitation
* Routinely monitor and assess Practice performance against patient access and demand targets
* Manage the significant events system
* Liaise with patient groups, encourage development of the PPG and acknowledge voluntary contributions from the patients
* Ensure adequate staffing for patient facing and administrative services
* Review and update the practices information leaflet/website, practice publicity and health education material
* Develop and implement an effective complaints management system ensuring compliance with policy and contractual requirements.

**Premises and Equipment:**

Work with colleagues, landlord and commissioners to ensure the surgery is fit for purpose.

**CQC:**

Responsibility for maintenance and compliance with CQC regulations.

**Organisational:**

* Convene meetings, prepare agendas and ensure distribution of minutes as necessary
* Develop Practice protocols and procedures, review and update as required
* Ensure 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 & Safety policies and procedures and keep abreast of current legislation
* Arrange appropriate insurance cover
* Ensure that the practice has adequate disaster recovery procedures in place
* Arrange appropriate maintenance for practice equipment.

**Communication:**

* Ensure compliance with the latest NHS recommendations
* Understand and maintain the practice communication systems
* Build/maintain good working relationships with the Breckland Alliance practices, NHSE, Norfolk CCG, South Norfolk Healthcare CIC, Norfolk & Norwich Hospital, community service providers, other GP practices, pharmacists, community, voluntary and private organisations
* Represent the practice at meetings and seminars
* Assist and support the Partners corporately and at individual level to fulfil the requirements of revalidation
* Present a professional image and always promote the practice
* Share skills and expertise with others
* Ensure continuity of practice staff and clinical meetings.

**Person Specification**

**Skills**

**Essential**

* A solutions focused approach to problem solving
* Effective communication (oral and written) and excellent inter-personal skills
* Approachable with the ability to listen and empathise
* Delegation and empowerment of staff
* Appropriate IT skills
* Leadership skills, including excellent people management skills
* Customer service and complaints resolution
* Negotiating and managing conflict
* Able to manage change and cope with pressure
* Networking and facilitation
* Motivational

**Desirable**

* Project management
* Change management

**Experience**

**Essential**

* Minimum of 3 years experience and success of communicating with and managing people
* Experience of working in teams; able to promote teamwork and employee satisfaction
* Experience as a senior manager, with knowledge of employment law, health & safety legislation and small business finance
* Experience of staff recruitment and retention

**Desirable**

* Management experience in the NHS or in GP practice management
* Experience of using clinical software
* Experience of working with regulatory bodies and preparing for inspections

**Qualifications**

**Essential**

* Evidence of a sound education to A level standard or equivalent
* Evidence of a commitment to continuing professional development

**Desirable**

* Degree level certification
* Relevant management or finance qualification
* CIPD

**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.

**Employer details**

**Employer name**

Watton Medical Practice

**Address**

24 Gregor Shanks Way

Watton

Thetford

Norfolk

IP25 6FA

Please send CV and covering letter to:

Robert Howes-Ward

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For an informal chat, please phone me on 07530562533