**ST JAMES MEDICAL CENTRE, TAUNTON**

**PRACTICE MANAGER - INFORMATION PACK**

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| How to apply for this post? | Send your CV and a personal statement to [guy.patey@nhs.net](mailto:guy.patey@nhs.net) |
| Closing date | 30 April 2023 |
| Want an informal chat with current postholder? | Email your request to [guy.patey@nhs.net](mailto:guy.patey@nhs.net) to set up a call or visit to the Practice |

Welcome to our information pack for the role Practice Manager. You can read about us on our website [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk). This pack is designed to give you specific information about the role. It includes:

* Job Description
* Personal Specification

**OVERVIEW**

The Practice Manager is the pivotal administrative and management position, responsible for overseeing the day-to-day operations of the Practice. Reporting into the Partners, the role involves managing and supervising the Practice staff, ensuring that the Practice is running efficiently and effectively, and providing high-quality patient care.

The key responsibilities for this role include managing the Practice's finances, such as budgeting, payroll, and invoicing; maintaining accurate records and data management systems; ensuring compliance with legal and regulatory requirements; managing the recruitment and training of staff; and liaising with patients, healthcare professionals, and other stakeholders.

In addition to administrative and managerial tasks, the Practice Manager is also involved in developing and implementing strategies to improve patient care, such as developing protocols for patient triage, improving appointment scheduling systems, and implementing new technology solutions to streamline Practice operations.

To be successful in this role, the Practice Manager must have excellent communication, leadership, and interpersonal skills, as well as a solid understanding of healthcare administration and management principles. They should also be able to work well under pressure, manage multiple tasks simultaneously, and be committed to providing excellent patient care. The Practice Manager will exercise upward supervision of the Partners to ensure compliance with agreed policies and protocols.

Due to the nature of this role, the Practice Manager will provide supervisory support to front line staff and may encounter difficult and aggressive patients.

**JOB DESCRIPTION**

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| **Job Title** | Practice Manager |
| **Post reference number** | Man/01 |
| **Weekly hours** | 30 hours  Some weekend and evening work may be required |

**MAIN RESPONSIBILITIES**

* Overall management of all employed staff at the Practice.
* Inform and support the Partners in producing and implementing strategic partnership decisions.
* To facilitate good communication between all members of the team and provide briefings as appropriate.
* To manage the administrative staff and non-clinical management of nursing staff, including securing funding and taking oversight in staff appraisals and training.
* Ensuring that any clinical staff employed by the Practice have the relevant registrations and insurance or medical defence cover before commencement.
* Managing the Practice's finances, such as budgeting, payroll, and invoicing.
* Managing and working closely with the Clinical Performance and IT Development Manager to support the overall strategic direction of IT and data management.
* Ensuring compliance with legal and regulatory requirements.
* Overall responsibility for Human Resources such as managing the recruitment and training of staff.
* Liaising with patients, healthcare professionals, and other stakeholders such as the Primary Care Network and Patient Reference Group.
* Business Planning and Practice Development, including production and review of the annual Practice Plan
* Estate Management and Health & Safety (delegated in part to Operations Support and Regulatory Manager) including leading on capital projects.
* Project manage strategic and operational plans
* Clinical governance and Quality Care Commission inspection lead.
* Development and review of Practice policies and procedures
* Manage the partnership in compliance with the Partnership Agreement.

Whilst the post holder has overall responsibility for all the activities above, some of these are currently delegated to the team reporting into this position. The Practice Manager will have scope to shape this team and delegate as appropriate.

The team reporting into the Practice Manager are;

* Clinical Performance and IT Development Manager
* Lead Practice Nurse
* Operations Support and Regulatory Manager
* PA to Practice Manager
* Patient Services Team Leader

The Practice Manager will actively work within a network of other Practice Managers for support, closely linked to the Local Medical Council who provide a wide range for resources.

**PERSON SPECIFICATION**

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|  | **Essentia**l | **Desirable** |
| **Qualifications** | * Demonstrable ability to meet the necessary key responsibilities, gained through relevant experience and/or education. * Evidence of continuing personal development | * Postgraduate management qualification |
| **Experience** | * Senior management experience * Working at a strategic level * Business planning and development * Managing change * Development of individuals and teams * Management of finance or budgets * Managing teams | * Senior management experience within a Health Service environment * Broad NHS experience * Clinical and corporate governance * Organisation development * Performance management and audit |
| **Skills / attributes** | * Demonstrate strong leadership skills * Business organisation and development skills * Excellent communication skills * Ability to motivate and converse with people empathetically. * Report writing and Presenting skills * Ability to work with a diverse range of people * Decision making skills * Solutions focussed. * Analytical skills * Proficient in Microsoft Office package * Negotiation and influencing skills * Organisational and Planning skills * Time management * Self-motivation and self-awareness. * Ability to challenge constructively. * Ability to work under pressure. * Car driver/owner |  |
| **Knowledge** | * Legal obligations; employment, use of information and data * Health and Safety * Corporate governance * Workings of a GP Partnership model * GMS contracts and Enhanced Services | * Awareness and understanding of the NHS environment, especially in relation to Primary Care * Health Service finance * Primary Care networks and how they work. * Knowledge of the local health economy * Clinical Governance |

**TERMS & CONDITIONS**

30 hours per week over 4 days

6 weeks annual leave plus 8 days bank holidays

NHS Pension scheme

Competitive salary – negotiable dependent on qualifications and experience

**ST JAMES MEDICAL CENTRE – SOME KEY FEATURES**

* General Partnership.
* Hold a General Medical Service Contract with the NHS to provide primary care services.
* Seven Partners.
* Two sites - St James Medical Centre in central Taunton, and Orchard Medical Centre (branch surgery), Norton Fitzwarren – integrated systems across the two sites for data and telephony.
* 55 staff on payroll.
* Three Attached GP Registrars.
* 18,000 patients, making us the highest patient list holders in Taunton.
* One of five Practices in the Taunton Central Primary Care Network – collaboration, joint projects, employment of staff in additional roles.