



## PERSON SPECIFICATION – PRACTICE MANAGER

ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
<ul style="list-style-type: none"> <li>• Educated to A level or equivalent with evidence of a sound education</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>
<ul style="list-style-type: none"> <li>• Evidence of continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised qualification in management or Practice Management, ie AMSPAR Diploma</li> </ul>
<ul style="list-style-type: none"> <li>• Previous management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Management experience in Primary Care or the NHS</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of employment law, health &amp; safety legislation, risk assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of training or qualification in Employment Law or Health &amp; Safety legislation</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of leading an effective, motivated team</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of organisational and leadership skills, including excellent management skills</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of complex administration and record keeping</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in an analytical role and in change management</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of bookkeeping, managing budgets, cash flows and management accounts</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of IRIS Payroll and SAGE accounts software</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to understand and learn new software and administrative procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with Windows/network environment</li> </ul>
<ul style="list-style-type: none"> <li>• Competence in using Microsoft Office packages, email and internet</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in using TPP SystmOne clinical software.</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of dealing with members of the public</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to listen and empathise</li> </ul>

ESSENTIAL (PERSONAL)	DESIRABLE (PERSONAL)
<ul style="list-style-type: none"> <li>• Good communicator (verbal and written) both upwards and downwards.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in dealing with external organisations at management level</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to work autonomously, grasp new concepts and initiate/self-direct own workload</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of recent self-directed learning or development</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to relate to the interviewing team and exhibit personality to match culture of Practice</li> </ul>	<ul style="list-style-type: none"> <li>• Adaptable, innovative, forward thinking</li> </ul>
<ul style="list-style-type: none"> <li>• Trustworthy, honest, reliable and caring</li> </ul>	<ul style="list-style-type: none"> <li>• Empathy for the healthcare/public service environment</li> </ul>
<ul style="list-style-type: none"> <li>• Good time management</li> </ul>	<ul style="list-style-type: none"> <li>• Able to manage change and cope with pressure</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to work the hours stated</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility in working hours as necessary</li> </ul>
<ul style="list-style-type: none"> <li>• Car driver/owner</li> </ul>	<ul style="list-style-type: none"> <li>• Live relatively local</li> </ul>