**NEWQUAY HEALTH CENTRE JOB DESCRIPTION**

**JOB TITLE: Business/Practice Manager**

**REPORTS TO: The Partners**

**HOURS: TBC**

**Job summary:**

Provide leadership and management skills to enable the practice to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment.

**Job responsibilities:**

**Partnership**

1. Attend partners meetings - organise agenda, papers and ensure distribution of minutes as necessary
2. Liaise with solicitors on legal matters
3. Deal with partnership changes - retirement, new appointment, legal, financial and patient related implications

**Strategic management and planning**

* Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development
* Keep abreast of current affairs and identify potential threats and opportunities
* Monitor and evaluate performance of the practice team against objectives; identify and manage change
* Prepare and annually update the practice development plan, and oversee the implementation of the aims and objectives
* Develop and maintain effective communication both within the practice and with relevant outside agencies
* Assess and evaluate accommodation requirements and manage development and expansion plans
* Manage one off projects, as agreed with the Partners to ensure continuous practice development

**Patients**

1. Develop and maintain new and existing services
2. Co-ordinate provision of health information systems
3. Plan and support clinical projects and campaigns as required

**Employed staff**

1. HR including annual staff appraisal, recruitment, disciplinary and grievance handling
2. Staff budget and oversight of payroll processing
3. Lead on and oversee all aspect of health, safety and security
4. Oversee confidentiality and information integrity

**Finance**

1. Financial responsibility for the partnership business, including performance against budget and cash flow
2. Oversee use of bank accounts.
3. Oversee system for payment of on costs.
4. Ensure systems are in place for invoicing private patients
5. Ensure systems are in place to chase up bad debts
6. Maximise income utilising diverse income sources
7. Liaison with Practice accountants.
8. Oversee collection of cash payments.
9. Ensure efficient utilisation of estate
10. Oversee contractors and outsource providers
11. Oversee procurement

**Information technology**

1. Oversee IT systems and manage staff user accounts as required
2. Maintain Network (hardware & software)
3. Evaluate and plan practice IT changes
4. Keep abreast of the latest development in primary care IT and regularly update the practice management team
5. Motivate, support and monitor staff in the use of IT and data security
6. Maintain the practice and NHSE website

**Estate**

1. Ensure efficient utilisation of estate
2. Plan and lead maintenance and improvements
3. Oversee building safety and security
4. Ensure appropriate insurance cover
5. Ensure that the practice has adequate disaster recovery procedures in place
6. Ensure that Practice premises are properly maintained and cleaned
7. Ensure adequate fire prevention systems are in place
8. Arrange valuation.

**Public relations**

1. Organise open days as/when required
2. Encourage patient involvement
3. Deal with press

**Confidentiality:**

* 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.

**Health & safety:**

The post-holder will implement and lead on the full range of promotion and management their own and others’ health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

* Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Maintaining an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensuring implementation across the business
* 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 across the business
* Making effective use of training to update knowledge and skills.
* Actively identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
* Routine management of own team / team areas, and maintenance of work space standards
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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 recognises 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional development**

1. Participate in any training programme implemented by the practice or required by the Partners as part of this employment.
2. Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
3. Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality**

1. The post-holder will strive to maintain quality within the practice.
2. Alert other team members to issues of quality and risk
3. Assess own performance and take accountability for own actions, either directly or under supervision
4. 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
5. Effectively manage own time, workload and resources.

**Communication**

1. Recognize the importance of effective communication within the team.
2. Develop and maintain effective communication both within the practice and with relevant outside agencies
3. Communicate effectively with patients and carers
4. Recognize people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services**

1. Write, apply and update practice policies, standards and guidance
2. Discuss with other members of the team how the policies, standards and guidelines will affect own work
3. Participate in audit where appropriate.