

## The Green House Surgery

### **JOB DESCRIPTION & PERSON SPECIFICATION**

<b>JOB TITLE:</b>	<b>Deputy Business Manager (DBM)</b>
<b>HOURS:</b>	30/week (over 4 days)
<b>REPORTS TO:</b>	Management Partner
<b>SALARY:</b>	c. £25,000 per annum, depending on skills and experience
<b>WORKING DAYS:</b>	Monday to Friday (Day off – Thursday)
<b>ANNUAL LEAVE:</b>	6 weeks plus a pro-rata entitlement to bank holidays.

#### **Job Summary**

Support the Management Partner in all aspects of her role: to provide and execute strategic management and to oversee the operational management of the practice.

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

The role is diverse and changing as health policy changes and so this list is not exhaustive but indicative of the requirements of the role.

#### **Responsible For**

Deputise for the Management Partner in her absence. Take business decisions on behalf of the practice within the parameters agreed with the Management Partner.

The Management Partner is line Manager for Salaried GP's, Nurse Practitioners, Operational Manager, Practice Administrator. The DBM will support her in this role.

The DBM is line Manager for the nursing team (Practice Nurses, Healthcare Assistants, Phlebotomists). The DBM is supported in this role by the Clinical Supervisor/Mentor for the nursing team.

The Operational Manager is line Manager to Medical Administration staff. As the Management Partner and DBM are responsible for the Operational Manager, they are also responsible for overseeing this role.

Please see practice structure (end).

#### **Job Responsibilities**

The majority of these responsibilities will be shared with the Management Partner or another staff member (e.g. Operational Manager). Where the DBM has primary or sole responsibility, the responsibility is shown in italics.

#### **Human Resources**

## The Green House Surgery

- *Be aware of current employment law legislation*
- *Take lead responsibility in staff appraisals for the nursing team.*
- Recruitment and selection of staff.
- Maintain the practice's employment policies and procedures to comply with all relevant employment legislation.
- Evaluate, organise and oversee staff induction and training, ensuring that all staff are adequately trained to fulfil their role
- Monitor skill-mix and deployment of staff
- Support and mentor staff, both as individuals and as team members
- Implement effective systems for the resolution of dispute and grievances which comply with current legislation.
- Liaise with Peninsula to ensure that employment law is followed and employee's rights are upheld. Ensuring compliance with legislation and dealing with disciplinary issues accordingly.

### **Financial Management**

- Management of NHS contracts (e.g. GMS, enhanced services)
- Manage the online accounting system, payroll and NHS Pension Scheme arrangements.
- Ensure accurate accounting records are maintained for all aspects of practice finance and that all fees (creditor and debtor) are managed to ensure prompt payment.
- Prepare end of year accounts and arrange for their delivery to the Accountants by the target date.
- Liaise with Health Education England / PCSE regarding Specialist Trainee's salary and training grants.
- Enhanced Services returns on a monthly, quarterly and annual basis. Monitor service level agreement and confirm correct payments received.
- *Develop and plan GP registrars and medical students being taught in the practice to generate income.*

## The Green House Surgery

- *Develop and run medical research in the practice to generate income.*

### **Organisational**

- Convene meetings, prepare agendas and ensure distribution of minutes as necessary.
- Develop practice policies, protocols and procedures - review and update as required
- Ensure all aspects of practice premises conform to safety and quality requirements (CQC, health and safety, fire etc).
- Confirm that regular testing and maintenance of intruder and fire alarms has taken place.
- Arrange appropriate maintenance and calibration of practice equipment.
- Undertake risk assessments (e.g. fire, health and safety)
- Manage the procurement of practice equipment, supplies and services within target budgets.
- Ensure the practice has adequate disaster recovery/business continuity procedures in place, together with an up to date Asset Register.
- Maintain full and comprehensive insurance cover for the building and its contents, including public and employers liability.
- Adopt a strategic approach to the development and management of patient services.
- Organise practice campaigns, such as the annual flu vaccination campaign.
- *Have a full understanding of the Quality and Outcomes Framework. Manage the QOF programme*
- *and take a lead role in ensuring maximum points are achieved.*
- Keep abreast of new changes and opportunities in the NHS and produce workable solutions to liaise with the Partners.
- *Ensure compliance with CQC objectives. Develop and continually update a CQC compliance record*

## The Green House Surgery

- Coordinating all projects within the practice
- Involved in projects for the Primary Care Network

### **Information Management and Technology**

The Operational Manager has responsibility for IT in the practice and prepares the annual Information Governance toolkit.

The Management Partner/DBM is responsible for overseeing this role.

The DBM will have a good understanding of Data protection laws and GDPR.

### **Practice Communication and Information**

- Be aware of any CCG / Public Health / NHSE developments and inform the partnership.
- Receive any visitors to the Practice. Liaise with attached members of the wider team.
- Publish a Practice Newsletter where appropriate.
- Manage the Practice Facebook page.
- Regularly update the practice website.
- Manage Patient Participation Group, organising meetings, electing a chair, take minutes and distribute. Ensure good engagement and representation.

### **Quality**

- Manage the Practice Complaints Procedure by investigating and responding to complaints. Keep the complaints log up to date. Wherever possible, facilitate a satisfactory resolution of any complaint received. Keep all documentation on file.
- Manage the practice significant events procedure, ensuring learning from events is disseminated to appropriate personnel.
- *Oversee the management of supervision audits.*
- Leading change and continuous improvement initiatives.

## The Green House Surgery

### Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and qualifications</b>	GCSE pass in Maths <b>and</b> English (or equivalent)	Management qualification IT qualifications Other IT qualifications (e.g. Excel)
<b>Knowledge</b>	Knowledge of Primary Care	Working in a senior position within Primary Care
<b>Experience</b>	Experience of working within Primary Care	Experience of clinical computer systems (e.g. System One, EMIS) Experience of accounting systems Experience of managing payroll
<b>Key skills</b>	IT & keyboard skills Problem solving Can work autonomously without the need for direction or supervision Using policies & protocols Leadership skills Teaching and developing others Management skills	Management skills
<b>Personal attributes</b>	Assertive Perseverance Leadership Punctual Flexible Organised Fair Team player Excellent communication skills Pays close attention to detail Trustworthy Discreet	Commitment to ongoing personal development

# The Green House Surgery

## The Green House Surgery- Organisation structure

