**Profile of the Practice Manger Post**

The successful candidate will need to demonstrate robust leadership and communication skills, be well organised, highly motivated, and financially astute. There is a requirement to manage and take responsibility for all business aspects of the practice. In addition, the candidate must have the ability to provide strategic guidance and planning to the partners.

The practice manager is a key member of the team and will be expected to demonstrate leadership qualities, achieving goals and targets using a combination of personal involvement, motivation of other staff and delegation when appropriate.

The partners also require the successful candidate to be proactive and plan for the future, maximising the practice’s potential in relation to business, finance and premises, whilst maintaining patient care. The candidate needs to ensure the partners are kept fully informed of local and national proposals and initiatives, presented clearly and concisely to enable them to make informed decisions.

An understanding of current NHS initiatives would be helpful, however the introduction of new ideas and methods from outside the NHS also presents an attractive proposition to the partnership.

In addition to adapting the practice to meet the demands of providing high quality patient care, the manager will need to ensure that the practice is financially efficient and compliant with all aspects of health and safety, employment legislation and CQC (Care Quality Commission) registration/compliance.

The opportunity for further personal development will be given to develop skills in line with practice needs.

References will be requested along with an enhanced DBS check. The post becomes vacant at the end of May and the practice hopes there will be short period of handover preceding this.

**Key requirements for the role are:**

* Commitment to supporting the delivery of excellent patient care with vision, willingness and drive.
* 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/Employment Law and the ability to act sensitively and effectively.
* Ensuring 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 represent the practice to external groups.
* Ability to identify, develop and deliver initiatives.
* The ability to enjoy diversity and sometimes – the unexpected

**Key responsibilities**

**Financial:**

* + Ensuring the organisational requirements of the practice contracts with NHSE are fully met and complied with
	+ Supporting the Partners to develop and implement processes to achieve clinical targets of QOF and enhanced services.
	+ Directly contributing to profit improvement by exploring areas for increasing income and reducing costs.
	+ Analysing data relating to clinical commissioning as appropriate and contributing to planning and organisation, both at the practice and clinical commissioning group level
	+ Development and control practice of budgets and financial systems
	+ Preparation of annual financial budgets and cash-flow forecasts
	+ Liaising with accountant, bank and business insurance companies as appropriate or as directed by the Partners.
	+ Overseeing the administration of the NHS Pension and Stakeholder Pension Schemes
	+ Liaising with the ICB and payment agencies regarding queries with payments relating to the contract, e.g., enhanced services.
	+ Managing the Partners drawings in consultation with the accountant

**Strategic Planning**

* Keep abreast of current affairs and identify potential opportunities and threats.
* Assess and evaluate accommodation requirements and manage development and expansion opportunities.
* Implement and update the Practice Development Plan, overseeing the implementation of the aims and objectives.
* Assist the practice in the wider community and assist with forging links with other local practices and relevant agencies and in particular working collaboratively with the PCN .
* Formulate objectives and research and develop ideas for future practice development.
* Represent the practice at PCN, federation, locality and clinical commissioning group meetings.
* Make recommendations to the partners for practice development with regard to enhancing patient services and potential sources of income.

**Human Resources**

Overall responsibility for all aspects of HR, including;

* Recruitment and selection of staff, 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
* Develop and maintain good employee/employer relationships
* Ensure that members of the existing staff team are aware of any changes that occur in the practice
* Maintain good communication at all times with the practice team
* 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.
* Implement pay rises/scales and increments at the appropriate time
* Responsibility for appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks
* Meet with attached staff as and when necessary and arrange/attend meetings around patient care
* 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

**Information Technology**

* Ensure the update of appropriate information governance systems
* Ensure all Practice IT and telephone systems are functioning effectively
* Ensure the IG and DSP toolkit requirements are met
* Keep abreast of new technology and ensure existing IT is used to its full potential

**Patient Services**

* Ensure that the Practice complies with NHS contractual obligations in relation to patient care
* Maintain registration policies and monitor patient turnover and capitation
* Oversee and manage effective appointment systems
* Routinely monitor and assess practice performance against patient access and demand targets
* Manage the complaints management system
* Manage the significant events system
* Maintain the Patient Participation Group

**Premises and Equipment**

* + Responsible for the management of the building
	+ Represent the practice to negotiate leasing contracts and their renewals
	+ Liaise with NHSE in notional rent review (every 3 years)
	+ Ensure property rented by the partners is safe, effective and fit for purpose

**CQC**

* Oversee and maintain compliance with CQC regulations and ensure that the practice meets the essential standards
* Work with the CQC registered manager to Lead the practice response to CQC inspections and any resulting recommendations

**Communication**

* + Ensure compliance with the latest NHS recommendations and GDPR
	+ Understand the practice communication systems
	+ Build/maintain good working relationships with the NHSE, ICB, hospitals, community agencies, other GP practices, ELM federation, the PCN, pharmacists, 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