



## Billericay Medical Practice

### **Practice Manager Job Description and Personal Specification**

Job Title	Practice Manager
Accountable to	The Partners
Hours	Full time : 37 hours a week

#### **Job Summary**

The position of Practice Manager requires a self-motivated, disciplined individual to take ownership of the efficient day to day running of the practice, supporting the partners and working as a key member of the management team.

The post holder will offer strong leadership with business, financial and people skills to continue to drive the practice forward by identifying, and acting on, practice and business opportunities.

To manage and support the Operations Manager in all aspects of practice functionality, motivating and managing staff, optimising efficiency and overall performance, ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment.

To cover key areas of the Operations Manager work in their absence.

#### **Mission Statement**

We are a progressive and caring GP Practice providing a high-quality range of primary care services for a diverse population, with a focus on inclusion and equality.

#### **Primary Responsibilities**

The following are the core responsibilities of the Practice Manager. There may on occasion, a requirement to carry out other tasks, this will be dependent upon factors such as workload and staffing levels.

Job responsibilities :

#### **Staffing and People Management**

- Ensure the smooth / efficient running of the day-to-day management of the practice.
- Responsible for the management of all non-clinical staff.
- Responsible for the transferring of all paper HR records on to Teamnet,

- Maintain up to date HR documentation, including job descriptions, employment contracts and employment policies.
- Ensure that all staff are legally and gainfully employed.
- Liaise with the Operations Manager in the setting up of all new staff onto the appropriate clinical systems.
- Evaluate, organise and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role.
- Responsible for booking staff training.
- Responsible for liaising with the Operations Manager in the planning, recruitment, induction and training of all new staff.
- Responsible for notifying the payroll agency of all new joiners and leavers.
- Maintain a locum induction pack.
- To be responsible for booking locum cover.
- Responsible for ensuring that every member of staff receives an annual appraisal.
- Responsible for liaising with the Health Authority ( PCSE) for all new / leaving doctors.
- Responsible for ensuring all staff who return from sick leave have a return-to-work meeting.

### **Financial Management**

- Responsible for the monthly payroll and partners drawings.
- Responsible for Petty cash
- Responsible for paying suppliers on time and recording the transactions via DEXT and in QuickBooks
- To complete the monthly bank reconciliation.
- To ensure that the monthly financial claims are submitted on time via CQRS local and CQRS.
- To liaise with the lead nurse in maximising income from the vaccination programmes, such as COVID and Influenza.
- To develop QuickBooks to assist the partners in any financial strategic planning.
- To be the main contact for the practice in all financial issues with the practice accountants.
- To ensure that all agreed Primary Care Network financial incentives are implemented at the practice.
- Produce monthly financial reports for the partners.

### **Organisational**

- Organise meetings, prepare agendas, write minutes and ensure distribution of minutes as necessary.
- Develop practice protocols and procedures, review and update as required.

- Support the Senior Compliance and Business Administrator to ensure that all mandatory compliance requirements are completed and submitted to the appropriate authorities on time.
- To be the main contact with the practice PPG Committee, attending meetings and evening talks on behalf of the practice.
- Manage and support the Operations Manager in the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities.
- Ensure staff always adhere to policy and procedures.
- Monitor and disseminate any pertinent information deemed relevant to the partners or practice staff.
- Liaise with the responsible clinician, to ensure that the MHRA safety alerts are being circulated and read.
- Maintain the significant event folder.
- Identify trends and devise solutions to reduce risk and repeated occurrences of significant events.
- To work with the partners and staff to ensure that the practice meets all CQC requirements.
- To be the main contact with regards to any building issues that relate to the practice.
- Ensure that robust business continuity plans are in place, regularly reviewed and updated.
- Responsible for ensuring that the CQC registration is kept up to date.

### **Strategic Management and Planning**

- Keep abreast of current affairs and identify potential threats and opportunities.
- Contribute to practice strategy, formulate objectives and research and develop ideas for future practice development.
- Work with the partners in planning and setting strategic targets.
- To undertake required ad-hoc projects requested by the partners to meet the agreed aims.
- Develop and maintain effective communication, both within the practice and with relevant outside agencies.
- Responsible for writing business plans for the partners.
- Exploring and reviewing potential income streams for the practice.

### **Monitoring Practice Performance and Targets**

To be aware of all Primary Care relevant targets and contractual obligations including:

- Primary Care Network DES
- Enhanced Services
- Locally Commissioned Services
- QOF

- CQC
- GP GMS Contract
- Medicines Management
- Provide updates on specifications on an annual basis and / or as contracts / specifications change.
- Brief the partners on performance levels, advising actions to maximise income.
- Monitor and evaluate performance of the practice team against objectives, identify and manage change.
- Plan and implement process is to achieve targets with all clinical staff, partners and non-clinical staff.
- Support and work with partners clinical and non-clinical staff to achieve targets.
- Support the management team in the compilation of practice reports.
- Department of Health data returns
- Safeguarding toolkit submission.

### **Patient Services**

- Adopt a strategic approach to the development and management of patient services.
- Ensure service development and delivery is in accordance with local and national guidelines.
- Ensure that the practice complies with NHS contractual obligations in relation to patient care.
- Maintain registration policies and monitor patient turnover and capitation.
- Liaise with the Practice Patient Participation Committee and Virtual group.
- Develop and implement an effective complaints management system.
- To be responsible for replying to all patient feedback ( complaints, praise and general suggestions).
- Manage patient complaints in line with the national complaint's guidance.
- Routinely monitor and assess practice performance against patient access and demand management targets.
- To be the Carers champion for the practice.
- To be the Dementia Awareness champion for the practice.

### **Information Management and Technology**

- To support the Operations Manager in the development of Teamnet.
- Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place.
- To work with the partners on new IT technology to enhance patient care and reduce workloads, i.e. AI Technology.
- To be responsible for the creation, of templates, protocols and reports on the clinical system as the business dictates.

- To ensure that the practice website and waiting room screens are kept up to date.

### **Secondary Responsibilities**

In addition to the primary responsibilities, the Practice Manager will be requested to:

- Deputise for the Operation Manager in their absence to ensure that the practice functions normally.
- Act as the primary point of contact for NHS(E), CCG, community services, suppliers and other external stakeholders.
- Act as the communication link between the management team and staff.
- Represent the practice locally as required.
- Maintain a working knowledge of other NHS initiatives.

### **Generic Responsibilities**

All staff at the Billericay Medical Practice have a duty to conform to the following:

#### **Equality, Diversity & Inclusion (ED&I)**

A good attitude and positive action towards ED&I create an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

#### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

## **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met, and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

## **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

## **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager.

## **Safeguarding**

Billericay Medical Practice are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with our children and adults.

## **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

## **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

## Service Delivery

Staff at Billericay Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

## Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

## Professional Conduct

At Billericay Medical Practice staff are required to dress appropriately for their role.

## Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take their allocated leave and should be encouraged to take all of their leave entitlement.

### The person Specification for the Practice Manager

<b>Qualification</b>	<b>Essential</b>	<b>Desirable</b>
Educated to degree level in healthcare or business.		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management Qualification	✓	
AMSPAR Qualification		✓
<b>Experience</b>		
Experience of working with the general public	✓	
Experience of managing accounting procedures including budget and cash flow forecasting	✓	
Experience of working in a health care setting	✓	

Experience of managing large multidisciplinary teams	✓	
Experience of performance management, including appraisal writing, staff development and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
Experience of workforce planning, forecasting and development	✓	
NHS / Primary Care General Practice experience	✓	
Relevant health and safety experience		✓
Experience of chairing meetings, producing agendas and minutes		✓
<b>Skills</b>		
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills ( written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment.	✓	
Previously used SystemOne clinical system		✓
Effective time management (Planning & Organising)	✓	
Ability to network and build relationships.	✓	
Proven problem solving & analytical skills.	✓	
Ability to develop, implement and embed policy and procedure.	✓	
Ability to motivate and train staff.	✓	

<b>Personal Qualities</b>		
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement.	✓	
Forward thinker with a solution focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure.	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively.	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment.	✓	
<b>Other Requirements</b>		
Flexibility to work outside of core office hours.		✓
Disclosure Barring Service (DBS) check	✓	
Always maintains confidentiality.	✓	
Full UK driving licence.	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.