

Trinity Court Surgery
JOB DESCRIPTION: Business Manager

Job summary:

Provide leadership to the team, drive profitability and meet key objectives within an efficient, safe and happy working environment.

Job responsibilities:

Strategic management and planning

- Keep abreast of current affairs and identify potential threats and opportunities
- Develop practice strategy including ideas for future practice development
- Monitor and evaluate performance against objectives; identify and manage change
- Develop and maintain effective internal and external communication

Financial management

- Manage practice budgets, seek to maximise income and reduce expenditure
- Understand and report on the financial implications of contract and legislation changes
- Oversee practice accounts, year-end figures and liaise with accountant
- Monitor cash-flow forecasts and share with partners
- Oversee bank accounts; negotiate/liaise with the practice bankers
- Manage accounts assistant activity

Human resources

- Oversee recruitment and retention of staff providing a general HR management service
- Ensure all staff are legally and gainfully employed. Monitor skill-mix and deployment of staff
- Manage staffing levels within target budgets
- Evaluate, organise and oversee staff induction and training, and ensure that all staff are adequately trained to fulfil their role
- Develop and implement effective staff appraisal and monitoring systems
- Support, mentor and appraise managers
- Implement effective systems for the resolution of disciplinary and grievance
- Keep abreast of changes in employment legislation
- Maintain up-to-date HR documentation

Organisational

- Develop Practice protocols and procedures, review and update as required
- Ensure that Practice premises are properly maintained and cleaned, and that adequate fire prevention and security systems are in place
- Manage the procurement of practice equipment, supplies and services
- Develop and review Health & Safety procedures keeping abreast of current legislation
- Arrange appropriate insurance cover
- Ensure that the practice has adequate disaster recovery procedures in place
- Oversee appropriate maintenance for practice equipment

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
- Develop and implement an effective complaints management system

Information management and technology

- Promote patient utilisation of online services to create more available resource
- Consider and implement new technology which improves efficiencies
- Oversee Emis reporting, CQRS & NHSE data submissions

Person specification

- Understanding of primary care
- Strong leadership and communication skills
- Excellent people management skills
- Evidence of delivering and developing new opportunities
- Financial management
- Human resource management including appraisal and recruitment
- Evidence of juggling multiple priorities and meeting deadlines
- Decisive
- Resilient