

## **Job Description: Practice Business Manager**

**Overall goal:** You will be part of our forward thinking team to share our vision, willingness and drive to adapt to changes within the NHS. You will need to provide leadership to the team and drive profitability within an efficient, safe and happy working environment.

### **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 including the CQC Key Lines of Enquiry.
- 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 and negotiate with practice bankers
- Manage accounts activity

### **Human Resources**

- Oversee recruitment and retention of staff providing a general HR management service
- Ensure all staff are legally and gainfully employed
- Manage staffing levels within target budgets
- Liaise with the operations manager to oversee staff induction and training
- Develop and implement effective staff training and monitoring systems
- Support, mentor and appraise operations manager
- Liaise with external HR company as needed regarding disciplinary and grievance matters

### **Organisational**

- Oversee development of practice protocols and procedures, review and update as required
- Oversee the management of practice premises to ensure they are properly maintained and cleaned and that adequate fire prevention and security systems are in place
- Oversee the management of procurement of practice equipment, supplies and services
- Develop and review health and safety procedures keeping abreast of current legislation
- Arrange appropriate insurance cover
- Ensure the practice has adequate disaster recovery procedures in place

## **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 the practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Have oversight and ensure an effective complaints management system is in place

## **Information technology**

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