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| Practice Manager - Person Specification |
|  | **Essential** | **Desirable** |
| **Academic/****Vocational Qualifications** | Evidence of a sound education to A level standard or equivalent  Evidence of a commitment to continuing professional development  |  Degree level certification  Relevant management or finance qualification  AMSPAR  |
| **Experience** | Experience of and success at communicating and managing people  Experience of working in teams and able to promote teamwork and employee satisfaction  Working in a computer environment  Financial management experience including understanding of spread sheets  Experience as a manager, with knowledge of employment law and small business accounts  |  Management experience in the NHS or in practice management  Experience of strategic business planning  Experience of working with regulatory bodies and preparing for inspections  |
| **Knowledge/Skills** |  Excellent communication (oral and written) and inter-personal skills  Approachable with the ability to listen and empathise  Delegation and empowerment of staff  Appropriate IT skills  Leadership skills, including excellent people management skills  Good time management  Customer service and complaints resolution  Negotiating and managing conflict  Able to manage change and cope with pressure  Networking and facilitation   | Project management |
| **Qualities/Attributes** |  Personable and approachable  Self motivated and confident – able to work with minimal direction  Adaptable and innovative  Enthusiasm, with energy and drive  Leads by example Trustworthy, honest, reliable, caring and sympathetic  Proactive strategic thinking Confidential and conscientious  Hard working, reliable and resourceful  Willing to work flexible hours as necessary  Considered, steady approach  Diplomacy  Good sense of humour  |  |