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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 |  |