**ADVERT**

**PRACTICE MANAGER**

**GRAND UNION HEALTH CENTRE**

An opportunity has arisen for an energetic and accomplished individual to join our busy and progressive GP Practice as a Practice Manager.  The post is supported by and an Assistant Practice Manager, an Operational Manager and a Reception Manager. The post is full time.

Operating out of modern premises within a few minute’s walking distance of Royal Oak Underground Station, our highly-regarded three-Partner Practice cares for approximately 17,000 patients in an area of social and cultural diversity. The Grand Union Health Centre is involved with the CCG and the developing Primary Care Network and we have excellent links with Imperial NHS Trust.

The successful candidate will have strong business acumen, interpersonal and leadership skills, be a problem-solver with the ability to provide the Partners with strategic management advice, and have a proven track record in staff management, IT, and financial management.

Experience of Primary Care practice management and the NHS is essential. Attractive salary for the right candidate.

**If you are proactive, innovative, organised and enthusiastic, and possess the leadership qualities and skills essential for this post,** **please apply with a covering letter and CV to: Dr Naomi Katz by email via the button below.**

**Closing date for applications is 6pm on Friday 26th July.**

**Informal Practice Visits are welcomed.**

**JOB DESCRIPTION**

**PRACTICE MANAGER GRAND UNION HEALTH CENTRE**

**Overall Job Purpose**

The post holder is responsible for managing the delivery of high quality reception and patient administration services, clinical services and service delivery across a large inner city General Practice which looks after 17,000 patients and has a staff of approx 40. He /she will have delegated responsibility for management of the Practice, remaining accountable to the Partners through regular reporting, so that the Partners are available to concentrate on clinical care and high level decision making. The post holder will take a lead on strategic financial and organisational management, in-house and representing us in the locality. The need to ensure that the Practice is financially efficient, and has well-trained, well-motivated staff is as important as ensuring the continuing provision of good patient care. The successful candidate will need to be financially astute, well-organised, highly motivated and demonstrate excellent leadership, interpersonal and HR skills in order to manage the team.

The Partners are looking for their Practice Manager to be proactive and plan for the future, maximising the Practice’s potential in relation to business, finance and premises. We are looking for someone to develop a strong cohesive team and the Partners are keen for the successful applicant to demonstrate leadership and management skills which will ensure a positive team spirit and Practice ethos. It is expected that the newly appointed manager will be comfortable working strategically, exploring new ways of working, suggesting options for change and working with the Partners and staff to implement these and manage the Practice accordingly.

An understanding of current NHS initiatives will be helpful to the post holder however previous NHS experience is not essential. With substantial changes occurring within the NHS, the introduction of new ideas and methods from outside the NHS also presents an attractive proposition to the partnership. Accordingly, the Partners will require the new Practice Manager to help facilitate the development of links with neighbouring Practices and Networks in order to maintain, develop and redesign service provision with regard to potential options for future provider roles in the commissioning landscape. In addition to adapting the Practice to continue to meet the demands of providing high quality patient care, the manager will need to ensure that the Practice is compliant with all aspects of health and safety, employment legislation and CQC (Care Quality Commission) requirements.

The Partners are looking to appoint a strategic-thinking manager to take forward and contribute to the ideas of the Practice team. The manager is seen as a key member of the team and will be expected to demonstrate leadership qualities from within the team, achieving goals and targets using a combination of personal involvement, motivation of other staff and delegation when appropriate. The successful candidate will be willing and able to take an active role alongside the Partners to steer and facilitate strategic decision-making processes during regular business meetings.

It is essential that the successful candidate is prepared to interact with patients and the public in promoting the Practice image, obtaining feedback and dealing with patient concerns.

References will be requested and an enhanced DBS (Disclosure and Barring Service) check completed.

**Accountability**

Accountable to the Partners.

**Location**

The post is based at Grand Union Health Centre and any other premises used by the Practice in the future.

**Key areas of responsibility:**

**Personnel Management, Human Resources and Team Development**

* Overall responsibility for all employed staff and also for supervising the organisation of the administrative and clinical patterns of work undertaken within the Practice
* Review effectiveness of all staff meetings, chair and co-ordinate the agendas, ensure implementation of action points
* Undertake detailed workload analysis for all staff, arbitrate on issues of workload
* Co-ordinate the recruitment and selection of all staff and supervise/organise all new staff induction
* Forecast Practice staff training needs, organise and co-ordinate in-house training, ensure induction of all new staff, identify and facilitate appropriate external training
* Keep up to date with employment legislation and ensure that all Practice Policies and paperwork (including contracts) comply with statutory requirements, make recommendations for amendment as necessary and promote good employment practices
* Manage Practice discipline and grievance procedures for Reception, Administrative and Nursing staff in consultation with the Partners. Ensure that the Practice personnel are clear as to the Practice’s overall purpose and aims, and their terms and conditions of employment
* Design and implement staff appraisals procedures for all staff, promote opportunities for mentoring and encourage staff to reach maximum potential within the opportunities afforded
* Ensure that the Practice is staffed and resourced within the budget by a team with the appropriate skills, experience and commitment to provide it with the professional, technical, administrative and inter-personal expertise it requires
* Develop the Practice team ensuring, with the Partners, that the Practice functions as an effective and cohesive group of people; this will also involve advising the Partners in the role of Practice and team work and that time is used appropriately and cost effectively
* Ensure that the disciplinary procedure is followed when necessary
* Review of the remuneration of staff and the reward systems for staff, with the Partners, on an annual basis
* Ensure all clinical staff are appropriately indemnified for their roles within the Practice

**Policy and Planning:**

* Regular reviews of the organisation and developments within and outside the Practice which will impact directly or indirectly.  This includes involvement in local and national agencies which formulate and influence primary health care strategy.
* Contribute to the development of business cases and tenders to provide future services.
* Explore innovative ideas for provision of services to suit the needs of the Practice population and the professionals working within the Practice team.
* Explore opportunities to optimise use of Practice facilities, agree contracts and ensure appropriate legal requirements.
* Liaise with the CCG, NHS England, GP Federations, GP Networks and other NHS groups as necessary.
* Assisting the partners in the setting and maintenance of Practice objectives, through advising on and ensuring their implementation
* Leading on the development of the Practice’s income and resources.  This will include leading on the achievement of quality standards, to ensure the Practice’s income, through the QOF and enhanced services targets, is maximised. Strategies, both long and short term, in maximising income and minimising expenditure will be required.
* Leading the Practice through Care Quality Commission registrations and compliance.
* Maintain and update as required all relevant Health and Safety legislation, ensuring the Practice is fully compliant

**Management of financial resources:**

* Ensuring the provision of financial advice and proper accounting by liaising with the Practice’s financial advisors including the Practice’s accountant and book keeper on a regular basis
* Developing initiatives with the whole Practice team to maximise income and control expenditure which will include containing costs within agreed performance standards
* Managing the cyclical system of budgeting and forecasting to meet the Practice’s medium to long term needs
* Advising the Partners on the implications for the Practice of any proposed changes being implemented from outside, e.g. from the CCG
* Ensure financial controls are in place to maximise income, produce action plans/remedial plans in response to opportunities/gaps
* Ensuring that all “target” and QOF/OOH areas of clinical work are fully exploited, by auditing such fees earned and comparing against national averages to monitor performance
* Monitor insurance policies and ensure payments are kept up to date.
* Reconcile quarterly statement of income against Practice records, analyse information, address all financial inconsistencies, suggest and implement remedial action plan in response to identified underperformance

**Management of Information Technology systems:**

* Develop the Practice’s management and computer systems and become familiar with core programs such as SystmOne
* Be aware of relevant legislation including knowledge of The Medical Reports Act 1998, the Data Protection and Freedom of Informations Acts, and the Caldicott Report
* Establish requirement for computer searches and reports, ensure completion and appropriate reporting mechanisms, review and undertake necessary action
* Oversee all systems for data security and protection, including back-up, ensure compliance legislation
* Analyse and reconcile output of GP claims including QOF data, Out of Hospital Flex and Freeze, and Commissioning Intentions and ensure timely production of reports, liaise with external agencies as necessary
* To manage the upkeep of the Practice website and NHS Choices

**Management of clinical and partnership issues:**

* Lead, co-ordinate and delegate the drawing up of GP/clinical staff rotas to maximise use of available clinical time.
* Ensure full involvement of locums working in the Practice, co-ordinate good employment practice, identify need for locum staff and organise recruitment, selection and induction.
* Co-ordinate partnership business meetings, provide secretarial support, implement and review actions. Be responsible for ensuring the accurate minutes of such meetings
* To review, with the Partners, the Partnership Deeds and agreements on an annual basis
* Ensure compliance with legal requirements for tax. Liaise with Partners and accountants for Practice finances to meet payments. Organise Practice finances in relation to partnership change and liaise as necessary with external bodies

**Management of premises, equipment and stock:**

* To advise the Practice in making full and effective use of its premises, equipment and stock including overseeing that the purchase and control of supplies and equipment and the maintenance of the buildings meets the current and future needs of the practice
* Devise and delegate systems for ensuring adequate stocks of stationery, clinical and other supplies, review on a regular basis to maximise cash flow efficiency
* Arrange valuations as necessary.
* Review best use of premises and maximise income from premises.
* Manage any future premises developments
* Liaise with landlords regarding leases.
* Manage agreements with other users of the premises.
* Plan and monitor premises maintenance and cleaning services
* Ensure adequate premises security, test and review regularly
* Identify potential problems/hazards and implement risk management, ensure Practice complies with Health and Safety Legislation through responsibility for the Practice policy, disseminate policy to all users of the premises
* Ensure that the purchase and control of supplies, drugs and equipment meets the current and future needs of the Practice.
* Take the lead for the Practice on overseeing project management of equipment or premises upgrade or move, liaise with outside professionals as required, plan finances and timing

**Patient services and Practice representation**

* Manage reception and services to patients; evaluate service in line with best Practice Guidelines. Facilitate speedy and accurate communications between all members of the Practice team and external organisations and agencies
* Promote and foster team work throughout the Practice and ensure that consultation and delegation are undertaken appropriately
* Promote the Practice and its services to both its patients and the wider community, ensuring that the Practice booklet and website are updated
* Consolidate links with community organisations and other local resources, establish and maintain patients’ participation in the Practice. Ensure that both patients and staff perceive the Practice as a responsive, fair and caring organisation. Attend and represent relevant meetings held outside of the surgery for the benfit of the surgery
* Deal with patient complaints with sensitivity, confidence and speed, using the Practice’s complaints procedure, as appropriate in liaison with the partners and monitor levels of patient satisfaction in accordance with QOF/Out of Hospital services

**Personal Development:**

Manage own time effectively, plan and meet personal and Practice targets.  Ensure own personal development through reflection and feedback from Partners and colleagues.  Ensure that personal continuing training needs are identified and met.

**Other Appropriate Duties**

Any other duties that may arise appropriate to the Manager of a General Practice.

**The Principal Contract Terms**

**Probationary Period:**

There will be a mutual assessment period of six months with quarterly reviews. During this probationary period, notice will be one week. Thereafter, the period of notice will be three months on either side to terminate employment.

The length of the probationary period reflects the complexity of the post and the consequent induction and technical training needs of the post holder.

**Annual Leave and Study Leave:**

Annual leave entitlement will be 6 weeks (30 days) plus public holidays.

Time off to attend relevant training courses and updates will be approved in agreement with the partners.

**Hours of Work:**

The hours required will be commensurate with the salary, but will be based on 37.5 hours per week, worked over five days. There will be a requirement to attend evening and/or weekend meetings when necessary.

**Pension Scheme:**

You will receive access to the NHS Pension Scheme.

**Salary:**

Salary commensurate with experience and qualifications.  Salaries are paid monthly in arrears.  There will be an annual review of salary.

**PERSON SPECIFICATION**

**PRACTICE MANAGER GRAND UNION HEALTH CENTRE**

Overall we are looking for an individual who is a strategic thinker and planner, able to identify opportunities for future development, develop solutions and deliver outcomes. We need someone to demonstrate commitment to supporting the delivery of excellent patient care with vision, enthusiasm and professionalism.

An ability to deliver against key targets through excellent organisational skills will be essential, as will the ability to self-motivate, organise and prioritise workload. A mind for business with sound financial management is key, as are excellent IT knowledge, experience and a willingness to learn.

Ideally, you will have a sensitivity to nurture the existing team and where appropriate, manage change sensitively and effectively. Knowledge and skills of human resources and employment law, together with excellent communication skills will be valued.

In return we can offer you a permanent, rewarding role at the core of our Practice supported by our partnership. You will enjoy a competitive salary together with an NHS pension.

**Academic/Vocational Qualifications:**

* Educated to degree level.
* Evidence of a commitment to continuing professional development

**Essential Skills:**

* Previous management experience
* Leadership skills, including excellent people management skills
* Experience in dealing with external organisations at management level
* Knowledge of employment law, health and safety legislation, risk assessment
* Business Planning
* Experience of staff appraisals, handling grievance and disciplinary issues
* Knowledgeable about recruitment, staff training and staff motivation
* Experience of complex administration and record keeping in an office environment
* Ability to understand and learn new software and administrative procedures
* Excellent IT skills
* Good time management and ability to prioritise
* Strategic thinking with vision
* Adaptable, innovative, forward looking
* Enthusiasm, with energy and drive
* Gains respect by example and leadership
* Honest, caring and sympathetic
* Hard working, reliable and resourceful
* Willing to work flexible hours as necessary
* Ability to manage conflict
* Excellent communication (oral and written) and inter-personal skills

**Desirable Skills**

* Financial management including managing budgets and financial forecasting
* Experience in NHS/Primary care
* A “solutions focused” approach
* Intelligent with a fast learning ability
* Ability to listen and empathise
* Delegation and empowerment of staff
* Good time management
* Problem solving
* Negotiating and managing conflict
* Able to manage change and cope with pressure
* Networking and facilitation
* The ability to implement and execute
* Experience in SystmOne
* Relevant formal qualification
* Experience in dealing with members of the public
* Previous experience in an analytical role

**Personal Attributes**

* Good communicator (verbal and written) both upwards and downwards
* Ability to work autonomously and initiate/self-direct workload
* Evidence of ability to grasp new concepts and work on a self-directed basis
* Ability to relate to interviewing team and personality to fit with Practice
* Aligned with Practice ethos, ie primary objective is best possible care of the patients
* Evidence of team working
* Evidence of organisational skills
* Good sickness record