

Waterfield Practice

Practice Business Manager Person Specification March 2021

Person Specification – Practice Business Manager		
Qualifications	Essential	Desirable
Educated to degree level in healthcare or business	✓	
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management Qualification	✓	
AMSPAR Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of managing accounting procedures including budget and cash flow forecasting	✓	
Experience of working in general practice, primary care or an NHS setting	✓	
Experience of managing large multidisciplinary teams	✓	
Experience of performance management, including appraisal writing, staff development and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
Experience of workforce planning, forecasting and development	✓	
Relevant health and safety experience		✓
Experience of chairing meetings, producing agendas and minutes	✓	
Experience in dealing with external organisations at management level.	✓	
Skills and knowledge	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS / Systmone / Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving & analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Knowledge of employment law, health & safety legislation, risk assessment	✓	

Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solutions focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	
Adherence to the need for strict confidentiality	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Full UK driving licence	✓	