



Appointment Brief for Practice Administrative Manager



Dear Applicant,

Thank you for your interest in our vacancy for a Practice Administrative Manager at Manor View Practice.

Manor View comprises of approximately 47,000 patients based across soon to be 5 sites in West Hertfordshire; Borehamwood, Bushey, Garston, South Oxhey, and Watford. With a growing patient base, we have more flexibility to offer a range of sessions and appointment types to suit everyone. Even as we grow, it is important to the Partners to retain personal connections with everybody, and we are friends as well as colleagues. For example, in the last 12 months Team MVP has raised thousands for charities through an all-staff raffle, coffee mornings and Christmas jumper day and we've had several celebrations including our Christmas and Summer Parties.

As a forward-looking Partnership, there is plenty of opportunity to collaborate with colleagues across the MDT and we have developed in-house expertise in a range of clinical and non-clinical areas that are quite unique to us (Physiotherapy, Clinical Pharmacists, Pharmacist Technicians, Advanced Nursing, Data Managers, Human Resources, Advanced IT support). This means that we can upskill our team whilst also delegating admin related parts of clinical role so that you are always thriving at the top of your skill set.

The role of a Manor View Practice Administration Manager requires a self-motivated, disciplined individual to take ownership of the efficient day to day running of the admin team who are located across multiple sites. Supporting the Director of Operations and working as a key member of the management team alongside side our current Operations Managers and Head of People and Finance.

To be considered for the role you will bring your interest in working in primary care, flexibility to support colleagues across a wide range of admin areas and commitment to delivering a high-quality service. Above all, you will have a positive, can-do attitude and a passion for working in General Practice.

To apply for this opportunity please follow this [link](#) to our jobs page on our website and submit your CV and covering letter. The website address is manorviewpractice.co.uk

We look forward to hearing about the contribution you could make as a member of our team.

Yours faithfully

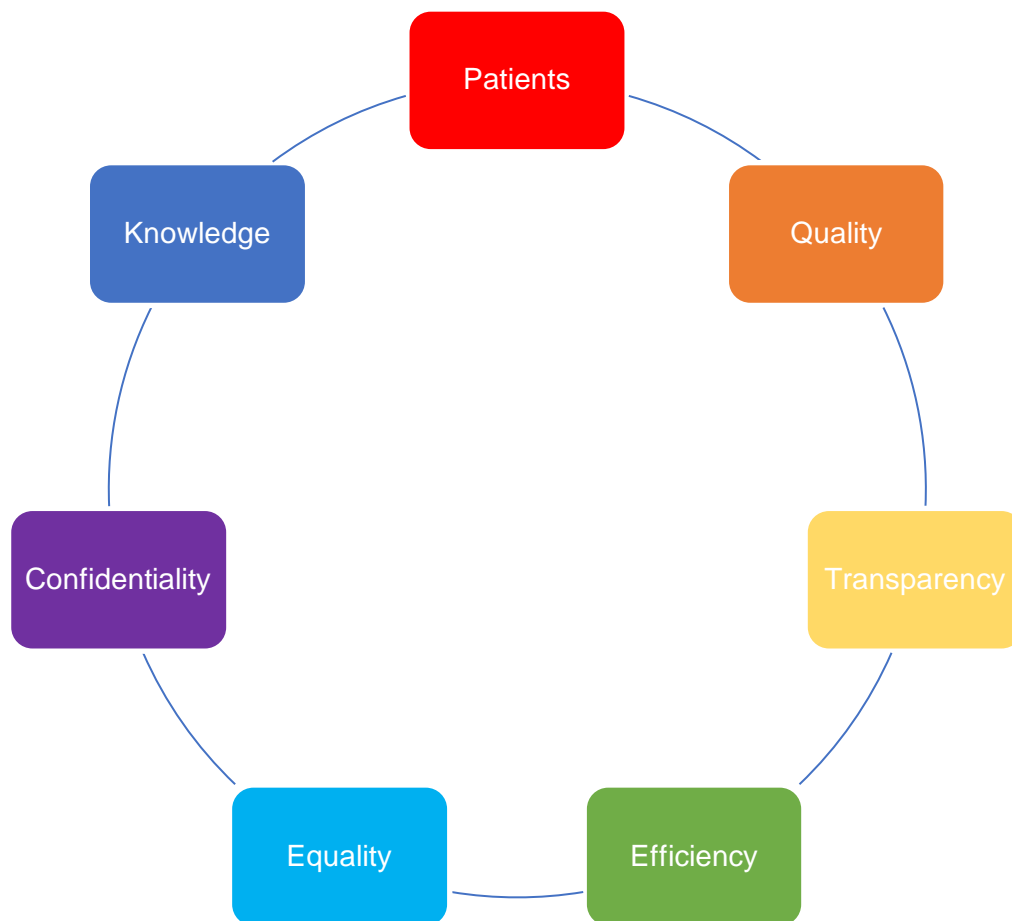
Dr Deborah Gordon (Debs) Dr Sonal Shah

Dr Haroon Rauf

Dr Sameer Khurjekar (Sam)

Dr Husain Khaki

Dr Suvraneil Datta (Shiv)



Becoming part of the team at the Manor View Practice will give you an opportunity to make a difference to the health outcomes of patients across West Hertfordshire, whilst enabling you to pursue your passion for primary care.

You will be part of a Practice that develops optimistic, resilient clinicians and staff who are empowered in their roles. We have been offering the highest care to patients in the areas we serve for 100 years. Our Mission is to:

- Make **Patients** the centre of our care and to be innovative in designing services to suit their needs.
- Provide high **Quality** care to the patients we serve. We know this can only be done with a happy and skilled workforce.
- We value **Transparency** and operate ethnically and with openness. We don't always get it right and we admit when we have made mistakes.
- We know **Efficiency** is important in Primary Care and that we need to be pragmatic with patient's expectations
- We provide **Equality** of opportunity and experience for all. This means that every clinician doing the same role gets the same pay and opportunities.
- We maintain **Confidentiality** with our staff and patients. We try to be supportive and flexible when unexpected things happen at home or at work.
- We promote **Knowledge** and learning. Our Partnership invests in internal and external resources to ensure everyone has access to career and educational opportunities.



JOB DESCRIPTION

Job Title:	Practice Administrative Manager
Accountable to:	Director of Operations
Pay Range:	£43,300 per annum (pro-rated for part time)
Work Pattern:	30-37.5 hours per week
Based:	Rotating around our estate based on the needs of the team

Core Purpose

The Practice Administrative Manager is responsible for managing all administration functions of Manor View Practice; ensuring streamlined processes, high levels of productivity and high-quality outputs and provide excellent operations management support within the management team.

Main Duties

- Direct line management of all administrative team leads, across multiple locations
- Establish KPIs for each team, monitor progress and make changes where necessary in order to achieve targets
- Create and provide regular highlight reports against KPIs
- Oversee and support achievement of QOF targets
- Oversee and support achievement of ECF contract / targets
- Provide leadership and guidance to all staff administrative teams; ensuring that they always adhere to policy and procedure
- Continually monitor volumes of activity and workforce capacity; seeking to make recommendations for change if required.

Line Management

- Providing leadership and guidance to all staff ensuring that they always adhere to policy and procedure.
- Direct line management of the following staff:
 - QOF Lead
 - ECF Contract / Care-Co-ordinator Lead
 - Prescription Clerk Lead
 - Clinical Coding Lead
 - Lead Administrator (including registration team)
 - Lead Secretary
- Support staff development, providing guidance and direction, ensuring staff are up to date with mandatory training.
- Approving, recording, and coordinating teams annual/sick/other leave as appropriate and ensuring correct reporting procedures are followed by staff in line with agreed policies.
- Ensuring all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively and identify training needs where required.
- Completing appraisals and performance management of teams as required
- Managing the recruitment and retention of staff.
- Act as a role model to lead, monitor, motivate and inspire the teams.



JOB DESCRIPTION Continued

Performance

Quality and Outcomes Framework (QOF)

- The QOF gives an indication of the overall achievement of a practice through a points system. MVP aims to deliver high quality care across a range of areas for which they score points. The final payment is adjusted to take account of our workload, local demographics, and the prevalence of chronic conditions in the practice's local area.
- This role will oversee MVP's QOF team; ensuring all targets are met in a timely, efficient, and effective manner, by working with the QOF Lead to continually monitor capacity and access and identifying options and opportunities to flex clinics and streamline appointments so that patients are provided with the right care, at the right time and in the right place.

Patient Pathways

- Our Care Co-Ordinator team seeks to support some of our most vulnerable cohorts of patients and improve their patient pathways, access to care and uphold continual communication so that we can provide personalised care.
- This role will oversee the mechanisms of the team and support the Care Co-Ordinator Lead in maintain and transforming provision of care for the following key areas:
 - Safeguarding
 - Cancer and Palliative care
 - Care Homes
 - ADHD / autism patients and pathways

Enhanced Commissioning Framework (ECF)

- As part of this local level contract for GP practices, the ECF serves as an incentive scheme set by the Hertfordshire and West Essex ICS, for GP practices to improve the quality of care delivered to its registered patients.
- This role will support the ECF Lead as required to achieve our targets and ensure patients receive appropriate provision of care.

Wider key relationships

- This role will be expected to work across to MVP in order to provide support, successfully achieve targets and maintain staff engagement.
- Clinical Pharmacy Lead – to work together to successfully achieve QOF targets.
- Communication consultant – to ensure forms, guidelines and communications pertaining to any administrative areas are up-to-date and functional.
- Fail Safe Leads – working with the Partner Lead and admin lead to establish and communicate a range of fail-safe alert procedures for significant unexpected findings.

Management Team

- Giving regular feedback, both positive and negative to the wider management team to maintain great working relationships and promote best practice.



JOB DESCRIPTION Continued

Our Vision

At Manor View Practice we are committed to providing the highest standards in primary care, sharing best practice and supporting each other to be the very best we can be.

Core Values

The post holder is expected to share our commitment to our core values:

- Making patients the centre of our care
- Providing high quality care to the patients we serve
- Acting with transparency and operating ethically at all times
- Working efficiently
- Maintaining confidentiality with staff and patients
- Promoting knowledge and learning

Compliance

The post holder is required to be aware of and comply with policies and procedures relating to a clinical role including; safeguarding, health and safety; confidentiality; data protection and report all concerns to an appropriate person.

Safeguarding

We are committed to safeguarding and protecting the welfare of adults, children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts.

Additional Information

All staff are required to participate in mandatory training and other learning activities and in performance management and development as required by Manor View Practice policies.

This job description is a guide to the duties the post holder will be expected to undertake.

It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of the Practice.

Supervision/Job Context

The post holder is managed by the Director of Operations and supported by our business leads (Operations, HR, Finance, IT).

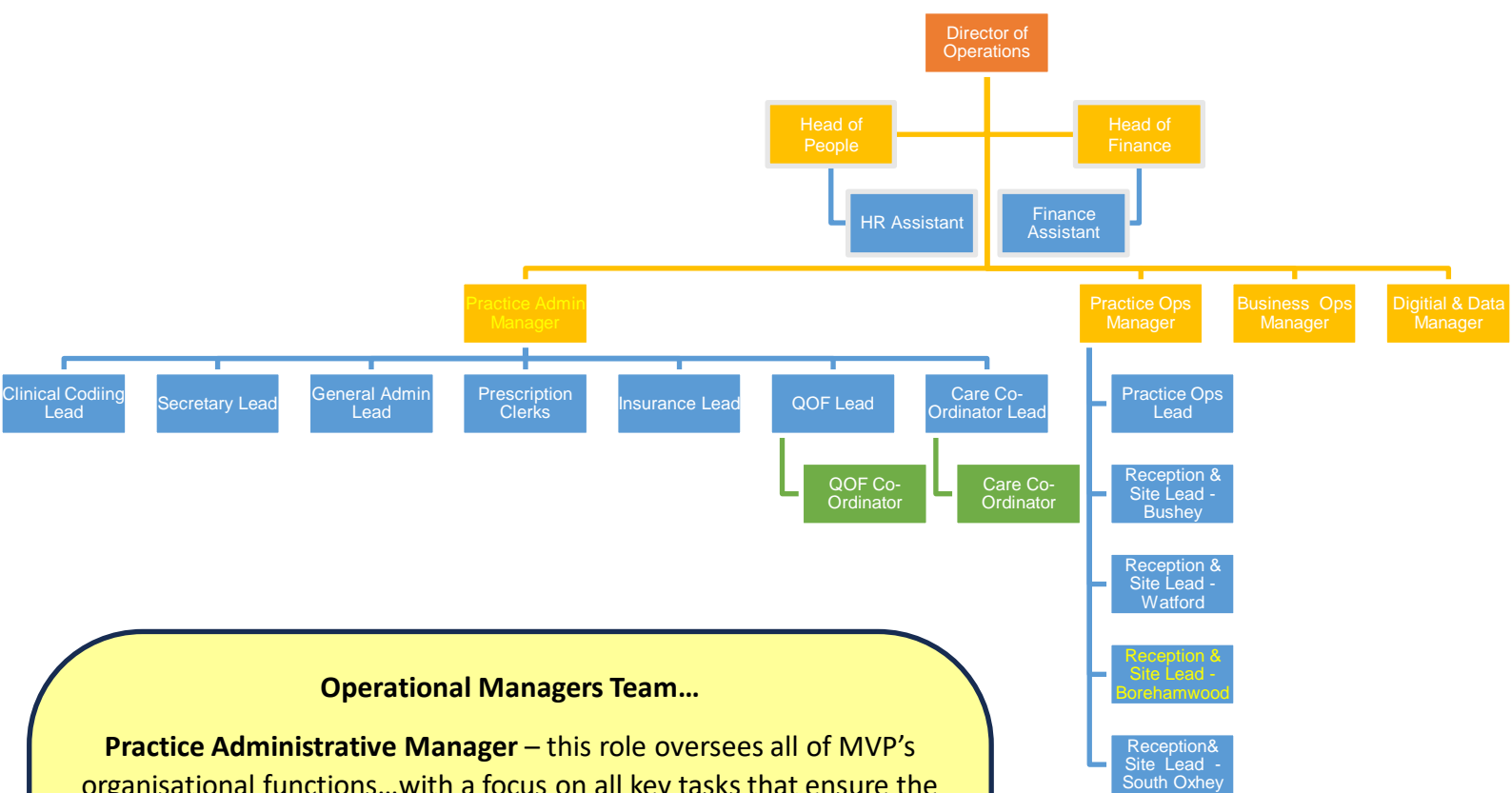


PERSON SPECIFICATION

- Previous experience in primary care.
- Previous experience of CQC (care quality commission) in the primary care setting
- Comprehensive knowledge of EMIS, Docman, IGPR, coding and EDT
- Experience of providing accurate documentation and correspondence.
- Experience of managing a team and working in a health care environment
- Excellent organisational and time management abilities.
- Excellent communication skills
- Ability to multitask and prioritise workload
- Strong Microsoft Office skills
- Ability to record information in a concise, accurate and legible manner.
- Ability to prioritise conflicting demands.
- Team player who is also able to work independently
- Punctual, reliable and have the desire to succeed



NON-CLINICAL STRUCTURE



Operational Managers Team...

Practice Administrative Manager – this role oversees all of MVP’s organisational functions...with a focus on all key tasks that ensure the smooth running of patient pathways.

Practice Ops Manager – this role oversees our reception teams at all sites...with a focus on ‘customer service’ and acute interactions with our patients to ensure care is timely and effective.

Business Ops Manager – this role is responsible for the safe and effective management of the MVP estate across all locations... with a focus on communication, practice procurement, delivering CQC compliance and future developments.



Partners: Dr Deborah Gordon, Dr Sonal Shah, Dr Haroon Rauf, Dr Sameer Khurjekar, Dr Husain Khaki and Dr Suvraneil Datta

Manor View Practice, Bushey Medical Centre, London Road, WD23 2NN

Tel: 01923 247446 **Web:** www.manorviewpractice.co.uk

Manor View Practice locations



Borehamwood

MVP at Theobald, 121 Theobald Street, Borehamwood, WD6 4PT
Nearest station: Borehamwood (Overground)
Free staff parking available in dedicated car park
Cycle parking



Bushey

Manor View Practice London Road, WD23 2NN
Nearest station: Bushey (Overground), Stanmore (Underground)
Free staff parking available in dedicated car park
Cycle parking and showers available onsite



South Oxhey

Manor View Practice at South Oxhey, South West Herts Health Centre, Oxhey Drive, WD19 7SF
Nearest station: Carpenders Park (Overground)
Free staff parking available in dedicated car park



Watford

MVP at Callowland, 141A Leavesden Road, WD24 5DG
Nearest station: Watford North (Overground)
Free staff parking available in dedicated car park

Lesley White,
Head of People

01923 936 738

lesley.white33@nhs.net

