

## PRACTICE MANAGER JOB DESCRIPTION

<b>Job title</b>	<b>Practice/Business Manager</b>
<b>Line Manager</b>	<b>Dr K Steel, Senior Partner</b>
<b>Accountable to</b>	<b>GP Partners</b>
<b>Hours per week</b>	<b>25 to 30 hours over 5 days</b>

### **Job Description**

Your role will involve the overall management and co-ordination of the practice, managing staff to ensure the efficient running of the practice. You will also be expected to deal with the practice finances, ensuring contracts and policies are up to date as well as ensuring that the practice achieves long-term strategic objectives in an effective and safe working environment compliant with CQC Regulations.

Through innovative ways of working, you will lead the team in promoting quality and continuous improvement, proactively seeking opportunities and technological solutions to improve the efficiency and stability of the business.

Annual Leave will be 30 days pro rata.

### **Primary Responsibilities**

The following are the core responsibilities of the Practice Manager. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels.

The Practice Manager is responsible for:

- Overseeing the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities and appraisals
- Responsible for and maintaining compliance with all relevant CQC guidelines, identifying issues and improving process wherever possible
- Assessing practice performance strategically, managing quality improvement projects as required
- Act as the primary point of contact for NHSE, ICB, Federation, suppliers and other external stakeholders
- Leading change and continuous improvement initiatives within remit; coordinating projects within the practice
- Ensuring the practice maintains compliance with its NHS contractual obligations
- Ensuring compliance with IT security, Cyber security, Data security and IG
- Overseeing contract negotiations; with suppliers, federations, landlords, third parties and between the partnership
- Responsible for managing feedback and complaints, supported by the Management team and Partners
- Writing, developing and implementing an efficient business resilience plan

- The management of the premises including Health & Safety, Risk Assessments and Fire Safety
- Responsible for reviewing and updating relevant policies and procedures to ensure CQC compliance
- Proactively working collaboratively with the Federation, ICB and local practices, to maximise opportunities for the practice and our patients
- Work collaboratively with the Assistant Practice Manager to oversee the financial management of the practice, supporting strategic budgeting and income streams. Workforce planning will be based on budgets and forecasted expenditure
- Direct line management of the individual line managers – reception, dispensary, secretarial and administration leads
- HR lead for the practice, including (but not limited to):
  - Managing the recruitment and retention of staff
  - Complete a full induction with new members of staff, ensuring new starter check lists are completed and all team members have the appropriate level of documentation, training to enable them to carry out their individual roles and responsibilities safely and effectively.
  - Undertake exit interviews and feedback to Managers and Partners where appropriate, ensuring leaver check lists are completed
  - Maintaining an overview of and ensuring compliance with HR legislation
  - Creating, reviewing and regularly updating job descriptions and person specifications, ensuring all staff are legally and gainfully employed
  - Ensuring all team members are up to date with all Mandatory training
  - Maintaining effective systems for the resolution of disciplinary and grievance issues
  - Oversee the appraisal process for staff
- Coordinating internal training events and ensuring teams and individuals are supported with ongoing development, with a focus on upskilling and retaining staff
- Oversee patient engagement and support the Patient Participation Group, Practice Website, Social Media and the appropriate marketing of the practice. Promoting the use of patient online services
- Chairing partnership meetings, regular management team meetings, and other internal and external meetings as required.
- Deputise for the Partners as required, including at internal and external meetings