

JOB DESCRIPTION

JOB TITLE: PRACTICE MANAGER/BUSINESS MANAGER

REPORTS TO: THE PARTNERSHIP

HOURS: Full time

Job Summary

This Partnership-level position is an evolution of the traditional Practice Manager role reflecting the requirement for the post holder to offer strategic guidance and support to the Clinical Partners and to have the authority and autonomy required to run and develop the practice in the modern healthcare climate.

Future proofing the practice from external forces and ensuring effective responsiveness to changes in the NHS.

To act as a leader to all of the healthcare team, positively demonstrating the cultures and values of the practices.

To represent the practice at external meetings and functions.

Job Responsibilities

- Accountability for all non-clinical functions of the practice
- Registered manager for CQC
- Keep abreast of current affairs and identify potential threats and opportunities
- Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development
- Monitor and evaluate performance of the practice team against objectives; identify and manage change
- Develop and maintain effective communication both within the practice and with relevant outside agencies
- Prepare and annually update the practice development plan, and oversee the implementation of the aims and objectives
- Assess and evaluate accommodation requirements and manage development and expansion plans
- Manage practice budgets and seek to maximise income
- Through negotiation with the PCN/ICS and preparation and submission of regular development plans, ensure the practice receives an appropriate and equitable allocation of resources
- Understand and report on the financial implications of contract and legislation changes
- Manage practice accounts; submit year-end figures promptly and liaise with the practice accountant
- Monitor cash-flow, prepare regular forecasts and reports to the partners
- Oversee the reconciliation of bank account
- Negotiate/liaise with the practice bankers

- Monitor and oversee the reconciliation of income and expenditure statements and manage financial budgets
- Manage partners drawings
- Oversee PAYE for practice staff and ensure appropriate records are maintained
- Manage contributions to the practice pension scheme(s) and maintain appropriate records
- Oversee appropriate systems for handling and recording of cash and cheques and petty cash.
- Oversee the recruitment and retention of staff and provide a general personnel management service
- Ensure that all members of staff are legally and gainfully employed. Monitor skill-mix and deployment of staff
- Manage staffing levels within target budgets
- Oversee staff induction and training, and ensure that all staff are adequately trained to fulfil their role
- Oversee an effective staff appraisal and monitoring systems
- Support and mentor senior staff, both as individuals and as team members
- Implement effective systems for the resolution of disputes and grievances
- Keep abreast of changes in employment legislation
- Oversee and ensure up-to-date HR documentation (including job descriptions, employment contracts and employment policies)
- Convene Partners meetings, prepare agendas and ensure distribution of minutes as necessary
- Oversee the development of Practice protocols and procedures, review and update as required
- Ensure that Practice premises are properly maintained and cleaned, and that adequate fire prevention and security systems are in place
- Oversee the procurement of practice equipment, supplies and services within target budgets
- Oversee and review Health & Safety policies and procedures and keep abreast of current legislation. Act as the named person for the Health and Safety Executive
- Arrange appropriate insurance cover
- Ensure that the practice has adequate business continuity and disaster recovery procedures in place
- Adopt a strategic approach to the development and management of patient services
- Ensure service development and delivery is in accordance with local and national guidelines
- Ensure that the practice complies with NHS contractual obligations in relation to patient care
- Oversee registration policies and monitor patient turnover and capitation
- Oversee and/or develop and manage an effective appointments system
- Oversee and/or organise surgery timetables, duty rotas and holiday cover
- Routinely monitor and assess practice performance against patient access and demand management targets
- Develop and implement an effective complaints management system
- Ensure the practice has effective liaisons with patient groups/PALS
- Keep abreast of the latest development in primary care IT and regularly update the practice management team
- Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
- Set targets and monitoring standards for data entry and data collection
- Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place
- Liaise with stakeholders regarding systems procurement, IT funding and national IT development programmes.
- Oversee the maintenance of the practice's website.
- Ensure that the practice complies with the CQC and ensure all systems and processes meet the expected regulatory standards

Other Job Responsibilities

Confidentiality

- Maintain confidentiality of information, acting within the terms of the Data Protection Act 2018, with specific reference to the General Data Protection Regulations (GDPR) and Caldicott guidance on patient confidentiality at all times
- Maintain an awareness of the Freedom of Information Act
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

- The post-holder will manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, and the Practice's Infection Control Policy and published procedures
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

Equality & Diversity

- The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families

Personal/Professional Development

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- The post-holder will participate in any training programme implemented by the practice as part of this employment, with such training to include
- Participating and compliance with training that is deemed to be mandatory in order for the individual to be able to perform the duties as outlined in this job description
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work (eg non-mandatory training), for which training modules will be provided by the practice

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in practice level audit activities where appropriate

Other Delegates Duties

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

Due to General Data Protection Regulations (GDPR), we are required to advise and/or remind you that any personal data we hold about you as part of your employment with this practice is securely stored, appropriately maintained and accessible for you to view at any time.