

# Pencoed Medical Centre

JOB TITLE	Practice Business Manager
REPORTS TO:	The Practice Partners
HOURS:	Full Time
MAIN PURPOSE OF ROLE	To ensure the smooth, efficient, safe and profitable running of the practice and maintain a happy and committed team to deliver the best possible care for our patients. Accountable for the management of the Practice including responsibility for the financial management and human resources, premises/equipment and Practice IT systems. Working with the Partners to ensure legal and contractual requirements are met.
ROLE	A varied and demanding role requiring the following qualities: <ul style="list-style-type: none"><li>• Confidentiality</li><li>• Strategic vision</li><li>• Organisational and leadership skills</li><li>• Effective communications</li><li>• Willingness to drive and adapt to constant change in NHS</li></ul>

## MAJOR DUTIES AND RESPONSIBILITIES

1. Strategic Management and Planning
2. Management of staff
3. Management of practice finances
4. Practice organisation
5. Health and safety
6. Management of premises
7. Non-clinical patient services

## SPECIFIC TASKS

### 1. STRATEGIC MANAGEMENT AND PLANNING

- i. Produce draft business plan on an annual basis.
- ii. Monitor the objectives of the practice as outlined in the plan.
- iii. Produce a training plan to meet the objectives of the business.
- iv. Keep abreast of current affairs and identify potential threats and opportunities.
- v. Assess and evaluate building requirements and manage development and expansion plans. Leadership role in new premises development.

## 2. MANAGEMENT OF STAFF

- i. Provide personnel management service; selection, supervision, training, welfare, health and safety, discipline and grievance procedures and delegation of duties.
- ii. Provision of contracts of employment, job specifications, job descriptions and all necessary systems and procedures to promote good staff relations , motivation and performance appraisals.
- iii. Advise on all aspects of employment legislation.
- iv. Provide support and advice to the Integrated Primary Health Care Team.
- v. Oversee the integration of GP trainees at the practice working with the partners and GP trainers to meet their training needs.
- vi. Participate in an annual individual performance review and maintain record of own personal and professional development.

## 3. MANAGEMENT OF PRACTICE FINANCES

- i. Control of staff salaries, PAYE, NIC, PENSIONS, SSP, SMP.
- ii. Control and reconciliation of all practice income and expenditure.
- iii. Preparation of monthly budget reports for practice meeting.
- iv. Year end preparation of accounts to trial balance.
- v. Understand and keep up to date with the regulations in the statement of fees and allowances and stay abreast of NHS funding opportunities to maximise income.
- vi. Ensure accurate submission of claims and check receipt of payments from the Health Board.
- vii. Liaise with the Accountant, Bank Manager and Health Board.

## 4. PRACTICE ORGANISATION

- i. Plan, co-ordinate and monitor activity to ensure efficient service.
- ii. Initiate and participate in all new policies and procedures to improve practice organisation and provision of services to patients.
- iii. Carry out regular audit where applicable.
- iv. Oversee clinical governance tool kit, quality assurance and improvement framework.
- v. Attend monthly practice meetings with partners.
- vi. Oversee all complaints and all significant event analyses
- vii. Convene meetings, prepare agendas and ensure distribution of minutes as necessary.
- viii. Manage the procurement of Practice equipment, supplies, and services within target budgets.
- ix. Participation in East Cluster meetings.

## 5. HEALTH AND SAFETY

- i. Compile and maintain a health and safety policy for the practice.
- ii. Ensure compliance with legislation.
- iii. Provide training for all members of the practice.
- iv. Monitor all policies and procedures.
- v. Investigate all accidents and comply with regulations.
- vi. Equality and Diversity. Support the equality, diversity and rights of patients, carers and colleagues.
- vii. Ensure that Practice premises are properly maintained and cleaned, and that adequate fire prevention and security systems are in place.
- viii. In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, Practice Staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

## 6. MANAGEMENT OF PREMISES

- i. Arrange repairs, replacement or necessary decoration to maintain good order of premises and fixtures.
- ii. Provide staff training in all necessary areas of maintenance, safety, fire precautions and general security of premises.
- iii. Ensure adequate cleaning, maintenance, safety fire prevention and general security of premises.
- iv. Ensure supply of necessary clinical and non-clinical equipment.
- v. Ensure IT system is maintained, developed, oversee and evaluate IT training.
- vi. Participation in management of the Practice Website.
- vii. Ensure that the Practice has effective IT data security, back up, maintenance and disaster recovery plans in place.
- viii. Lead co-ordinator in new Practice development.

## 7. NON –CLINICAL PATIENT SERVICES

- i. Together with the partnership plan, develop and implement systems and procedures to ensure adequate provision of patient services and meet local demand on the practice from internal or external sources.
- ii. Deal with all enquiries and complaints from patients effectively and efficiently to promote patient satisfaction.
- iii. Participate in the planning, development and implementation of systems and procedures for patient advice and information.
- iv. Initiate and participate in development of effective liaison with outside contacts; Health Authorities, Social Services and all other relevant committees and organisations related to the provision of patient services.
- v. This Job Description is neither exhaustive nor exclusive and the post holder will be required to carry out any duties reasonably requested by the partners.