

# Cheshire Road Surgery

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## **Partners**

Dr James Thomas

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Ms Jessica Benson

## **Associates**

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## **Job Description**

The role of Deputy Practice Manager requires a self-motivated, disciplined individual to take ownership of the efficient day to day running of the practice and work as a key member of the Management Team.

They should have excellent communication skills and be able to work in a fast-paced environment. The Deputy Manager needs to be forward thinking and assertive but also compassionate and able to support those team members around them while also being supported by the Practice Manager and Partners.

Roles include:

-  Deputising for the Practice Manager
-  Managing the Reception team/rota
-  Being on hand to support the Reception team with any queries/issues
-  Managing incoming private work and distributing to Admin Support team
-  Assisting GPs/Nurses/Practice Manager with patient queries, tasks, referrals and any other issues
-  Mentoring the junior members of the team
-  To ensure correct and accurate data input
-  To manage all aspects of patient information
-  Evaluate, organise and oversee staff induction and training and ensure the all staff are adequately trained to fulfil their role.
-  Support practice manager in planning and co-ordination the recruitment, induction and training of new administration staff
-  Monitor Admin staff annual leave
-  Support and work with Partners, GPs' and administrative staff to achieve practice targets
-  Manage Recalls/Reception tasks and projects
-  Update Reception on new health promotion/schemes/vaccination programs
-  Assist PM in running monthly Reception Meeting
-  Support all members of the team