

## Details

**Job Title:** Practice Manager / Business Manager

**Location:** Dolphin House Surgery

**Reports to:** Partners

**Contract Type:** Full-time / Permanent

**Salary:** £40-£50K depending on experience

**Closing Date:** 18/08/2025

**Interview Date** September 2025 DTBC

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## About Us

Dolphin House Surgery is a well-established, patient-focused general practice located in Ware, Hertfordshire. We are recognised for our friendly and supportive environment, we are also a dedicated training practice, committed to mentoring the next generation of healthcare professionals, including trainee GPs and nurses.

We take great pride in delivering high-quality, compassionate care to our diverse patient community. Our team of clinicians and administrative staff work collaboratively to ensure a seamless and positive experience for all who use our services.

At the heart of our practice is a commitment to innovation, continuous improvement, and maintaining a healthy work-life balance for our team.

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## Job Summary

Due to the upcoming semi-retirement of our Managing Partner, we are seeking a dynamic and highly organised Practice Manager to oversee the day-to-day operations of our general practice. This is a pivotal leadership position with the potential opportunity for future Partnership.

As Practice Manager, you will be responsible for:

- Leading and supporting both clinical and administrative teams
- Driving strategic development and service improvement
- Ensuring regulatory compliance and governance
- Delivering operational excellence across all aspects of the practice

The successful candidate will be a confident, proactive leader with exceptional people management skills and a clear understanding of the challenges and opportunities within a modern primary care environment.

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## **Key Responsibilities**

### **Leadership & People Management**

- Oversee daily operations and ensure staff fulfil their roles effectively.
- Provide direct line management to key staff including the Deputy Practice Manager, Administration and Reception teams, and clinical leads.
- Lead on recruitment, retention, succession planning, and staff induction (including PCN staff)
- Design and maintain robust job descriptions, appraisals, training frameworks, and HR procedures.
- Resolve staffing issues, manage grievances, and enforce disciplinary protocols.
- Maintain up-to-date knowledge and compliance with HR legislation.

### **Operational Efficiency**

- Develop and implement a comprehensive Business Resilience Plan
- Manage supplier contracts (e.g., cleaning, maintenance)
- Lead and coordinate all internal projects and service improvements.
- Monitor and report on Quality and Outcomes Framework (QOF) performance.

### **Strategic Development & Communication**

- Create and execute internal and external communication strategies.
- Lead on marketing, website content, newsletters, and patient engagement
- Consult with NHS bodies, PCNs, community services, and other stakeholders.
- Support and manage the Patient Participation Group (PPG)

### **Governance & Compliance**

- Ensure compliance with NHS contractual obligations, information governance, IT security, and health & safety regulations.
- Lead premises management including risk assessments and mandatory training compliance.
- Maintain policy and procedure documentation, ensuring regular review and updates.

### **Technology & Information Systems**

- Oversee IT systems, delegate administration duties, and ensure cybersecurity compliance.
- Maintain organisation websites and digital patient services.

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### **Secondary Responsibilities**

- Represent partners at internal and external meetings as required.
- Function as the primary liaison for NHS(E), ICB, and other partners.
- Participate in audits and other quality assurance activities.

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### **Required Qualifications & Skills**

- Proven experience in healthcare or primary care management
- Strong leadership, interpersonal and decision-making skills
- Excellent financial and HR management capabilities
- In-depth understanding of NHS operations, contracts, and compliance
- Proficiency in IT systems relevant to healthcare environments

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### **Desirable Attributes**

- Previous experience managing multi-disciplinary teams.
- Formal management or healthcare-related qualification
- Experience working within a Primary Care Network (PCN)