



First Practice Management

working together with

Eynsham Medical Group

Eynsham Medical Centre & Long Hanborough Surgery

Oxfordshire, OX29 4QB & OX29 8JL

www.EynshamMedicalGroup.org.uk

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Overview

This post provides an opportunity for a suitably qualified HR Manager with the relevant skills to undertake a central role in this very well-established medical practice and privately owned pharmacy.

If after reading this you have any questions that may influence your decision to apply, then do please contact First Practice Management.

Please complete the application form electronically and email it to mail@firstpracticemanagement.co.uk

Please note CVs can be included too, but a completed application form **must** be included.

It is important that you provide a covering letter supporting your application and email this, together with the application form. This letter should be a Word document of ideally no more than two pages of A4.

To be shortlisted, you must provide details of your experience, knowledge, and skills in the following areas:

- HR management to include;
 - recruitment and selection
 - policies and procedures
 - discipline and grievance
 - conflict management
 - coaching and mentoring
 - salary, conditions and contracts
 - appraisals, training and development
 - succession planning
- Business Change and transformation
- Employment Law
- Knowledge of IT systems
- Any other experience relevant to this post

Your application for the post must arrive by

Midnight – 17th July 2025

We reserve the right to close the adverts early

Interview Details and Selection Process

Interviews will take place at the practice.

You will be informed by email whether you have been short-listed to attend for interview. First Practice Management is assisting with the recruitment process and is not involved in the final decision-making process in terms of interview selection or appointment; this is the responsibility of the recruiting practice.

Unfortunately, we are not able to provide feedback for applicants who have not been short-listed for interview.

An Outline Profile of the Practice

The location

Eynsham Medical Group (EMG) is a long established and respected GP teaching, training, dispensing and research practice offering patient services from Eynsham Medical Centre, Conduit Lane, Eynsham, Witney, Oxon, OX29 4QB and Long Hanborough Surgery which can be found at Willis Court Long, Long Hanborough, Witney, Oxon, OX29 8JL



Both of the practice premises are purpose-built and owned by the partners. The thoughtfully designed modern, bright and airy facilities at Long Hanborough which officially opened in 2021, also accommodates a partner owned pharmacy. Both of the premises also accommodate an in-house dispensary, dispensing medication to approximately a quarter of the practice patient list.

Eynsham and Long Hanborough are attractive and charming villages, surrounded by natural beauty which includes the Cotswold National Landscape, Blenheim Palace, Eynsham Meadows and Wytham Woods. Both also offer a glimpse into the local and surrounding culture and medieval heritage, some of which dates back to the 16th century.

Great Western Railway provides train access on the Cotswold line which links London Paddington via Oxford in one direction, and Hereford via Worcester in the other. There is a station in Long Hanborough, a 5 minute cycle ride from the surgery.

Accessible by road, the Long Hanborough practice sits close to the A4095 and the Eynsham Medical Centre is close to the A40, both of which lead to the A44, A34 and M40, giving easy access to Oxford, Witney, Bicester and Kidlington.

Eynsham Medical Group philosophy

This is a clinically forward-thinking, GMS (General Medical Services) 8 Partner NHS GP Practice which is very well established and highly respected; and continues to explore innovative ways to deliver comprehensive, integrated healthcare.

The practice has a keen interest in education, with four active GP trainers and works closely with the Universities of Oxford and Buckingham Medical Schools to offer primary care teaching and placements for medical students at all levels. Moreover, the practice has a history of training nursing associates, and associated clinical roles on the Additional Roles Reimbursement Scheme (ARRS). We believe in a supportive environment for all staff and look to support wider opportunities for self-development. The Practice is one of the largest student teaching practices in England.

Research also forms a big part of the additional activities undertaken by the practice. As a key member of the Thames Valley and South Midlands Clinical Research Network (National Institute of Health Research) the team regularly participate in a number of academic primary care studies. Moreover, in recent years commercial studies have also been supported, including the Janssen trial for the Covid-19 vaccination. Practice patients are regularly enrolled into studies and value the opportunity to support ways to improve health and treatments. The practice is proud of achieving the Royal College of GPs Research Practice of the Year Award in 2021 for their work on COVID-19 vaccination trials.

The practice offers a highly-valued patient medication service from both of the practice premises which each have an in-house dispensary, as well as a medication delivery service to vulnerable and housebound patients.

The practice Mission Statement outlines the Vision and Core Values of this engaging GP practice.

Our Vision:

Our vision is to provide outstanding care at the heart of our community. We strive to continuously improve and collaborate with our Patient Participation Group and patient population to do so. We are lucky to have an enthusiastic volunteer group, enormously helpful and supportive during the COVID-19 pandemic, and a patient charity which enables us to provide care beyond the usual services available with the NHS, for example the delivery of medication to the housebound from our dispensaries.

Our Vision:

Our vision is to provide outstanding care in the heart of our community.

Our Core Values:

Our values are dynamic and ambitious; they aim to encourage our team to progress and create a positive and supportive culture in our practices'.

We will:

- *Involve and treat patients and their families with compassion, kindness, dignity, and respect.*
- *Ensure our care, treatment and support is of the highest standard.*
- *Plan our services around our patient's needs.*
- *Ensure that patients, staff, and visitors are protected from abuse and avoidable harm.*
- *Support learning and innovation and promote an open and fair culture."*

Eynsham Medical Group works collaboratively with Cogges Surgery, Windrush Medical Practice and Nuffield Health Centre to form the Eynsham & Witney Primary Care Network (E&WPCN), offering extended patient services to a combined list of c.56,700 patients

The practice falls within the boundary of the Buckingham, Oxfordshire & Berkshire Integrated Care System (BOB ICS), with active partner participation in the Local Medical Council.

With a clear vision to deliver high quality care, the practice has core values which were developed by the whole health care team, with each doctor carrying a list and a triaging access system that aims to balance access with continuity. Good communication, compassion, and continuity of care remain at the heart of practice activities.

Whilst being clinically driven, the Practice performs well financially and presents as a strongly democratic and balanced team. The practice also places a high value on engaging with patients for their feedback and contribution. During the Covid-19 pandemic there was a close integration with the local community and medical students to support vulnerable patients and enable medication deliveries. There is an active PPG (Patient Participation Group), which aims to link the patients and the practice to ensure the best possible care is provided.

Such community support extends to supporting a charity, The Eynsham and Long Hanborough Medical Care Group, which was established to encourage and utilise donations to support services beyond the usual NHS provision. This has included funding the delivery of medication to housebound individuals and purchasing medical equipment to enhance the services that can be offered locally.

Beyond the local community, the practice also tries to consider the health of people and the planet. As a 'Greener Practice', with active involvement undertaking the RCGP Green Impact for Health Toolkit it is actively taking steps to reduce its carbon footprint and simultaneously support the health and welfare of staff and patients. The practice received a RCGP bronze award for Greener practices in 2023.

High quality care is paramount to the practice. The partners are very progressive in their development of IT and the systems we have in place came out of a strong quality improvement ethos to proactively support staff workload and enable efficient services for patients. One of the partners has developed software widely used by many GP practices for carrying out chronic disease and medication reviews and

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well-established protocols and the practice's involvement in academic research studies have enabled effective management of administrative and clinical workflows.

Committed to high quality care the practice has consistently high Quality and Outcomes Framework (QOF) achievements, with points remaining high and steady. The practice continues to aspire to meet the challenges and targets of the NHS and National Standards requirements. At the last CQC inspection in June 2016, the Practice was rated as GOOD overall with a notable area of OUTSTANDING for the practice designed 'pop-up' alert for the records of patients at risk of acute kidney injury.

In summary, the practice ethos is progressive, innovative, supportive and caring with a happy family feel within the team. Well-being and work life balance is very important to the partners and there is a strong belief in investment of staff for self-development and retention, which aids overall morale. There is also a strong focus on ensuring effective and efficient running of the Practice as a business.

To strengthen the management team there is now the need for a part time HR Manager to work with the Practice Business Manager and Partners.

The successful candidate will take up the post on a date to be agreed.

The Doctors

There are currently six Principal Partners and nine Salaried GPs.

Partners

Dr Ian Hamlyn Binnian: MBChB (Edinburgh 1990), DCH, DRCOG, MRCGP

Dr Binnian joined the practice in 1996 and has special interests in nursing home medicine, research, and joint injections. He is also the practice lead for research and prescribing.

Dr Johannes Lorenz Kemper: MB BS (London 2007) MRCGP, DRCOG

Dr Kemper joined the practice in 2013 and has special interests in joint injections and care home medicine. He is the practice lead for IT and a GP Trainer.

Dr Mohammed Amar Latif: BM BS (Nottingham 2009) MRCGP

Dr Latif joined the practice in 2016, has special interests in musculoskeletal medicine and elderly care. He is a GP trainer and the practice lead for the dispensary and the PCN.

Dr Xinjie Alexa Zhao: MA (Cantab) MBBS (London 2008) DRCOG MRCS (Eng) MRCGP (2015)

Dr Zhao joined the practice in 2015 and has special interests in paediatrics and palliative care. She is the practice lead for the nursing team.

Dr Emma Ladds: BMBCh MA (Oxon 2013) MRCS (2014) MPH (Harvard) PG Dip Health Research PG Cert Med Ed MRCGP (2021)

Dr Ladds joined the Practice in 2020 where she completed her GP training before becoming a salaried GP and then Partner in 2022. She has a particular interest in education and training; and is the practice lead for medical student teaching, safeguarding, and learning disability reviews.

Dr Kyan Zarbalian: BSc(Hons), MB BS (London 2015), MRCGP (2023)

Dr Zarbalian joined the practice in 2022 and has special interests in general medicine and teaching. He is the practice lead for Physician's Associate training.

Salaried GPs

Dr Alice Neffendorf

Dr Nevila Ledwidge

Dr Melissa Holden

Dr Emma Thorncroft

Dr Saleema Sharief

Dr Zachary Craft

Dr Jane Pargeter

Dr Laura Singer

Dr Anna Seeley

Dr David Thornback

Clinics and Services provided

In addition to the provision of providing medical consultations, the practice provides clinics and services to patients which includes the following;

- Antenatal Clinics
- Childhood Immunisations
- Sexual Health
- Family Planning
- Contraceptive advice
- Asthma
- CHD (coronary heart disease)
- COPD
- Diabetes checks
- Hypertension
- Mental Health
- Dementia
- Medication Reviews and Advice
- NHS Health Checks
- Learning Disabilities
- Travel advice and Vaccinations
- Phlebotomy
- Cervical Screening
- Non-NHS Services

The practice has a team of some 80+ health care professionals and administration support who are all practice employed.

The practice team comprises;

Clinical Team

- 10 Salaried GPs
- 2 Paramedic Practitioners
- 2 Physician Associates
- 1 Nurse Manager
- 4 Practice Nurses
- 6 Healthcare Assistants
- 3 Research Nurse
- 1 Clinical Trials Assistant
- 3 Clinical Pharmacists
- 1 Pharmacy Technician

Dispensing Team

- 1 Dispensary Manager
- 1 Deputy Dispensing Team Leader
- 13 Dispensing Team Members
- 2 Dispensary Drivers

Practice Administration and Management Team

- 1 Practice Business Manager
- 1 Deputy Practice Manager
- 1 HR Manager (vacancy)
- 1 Appointments Manager
- 1 Reception Manager
- 1 Dispensary Manager
- 1 Nurse Manager
- 1 Research Manager
- 1 Managerial Assistant & Vaccine Coordinator
- 2 Medical Secretaries
- 1 Bookkeeper
- 2 Pathlinks Administrator
- 3 Summarisers
- 2 Scanners
- 1 Recalls Administrator
- 1 Patient Care Advisor Manager
- 1 Deputy Patient Care Advisor Team Leader
- 12 Patient Care Advisors

Long Hanborough Pharmacy Team

1 Superintendent Pharmacist
2 Pre-registration Pharmacists
2 Pre-registration Pharmacy Technicians

Attached Staff

The Community Team which includes;

Community Nurse team leader
Senior community staff nurse
Community staff nurse
Senior healthcare assistant
Health visitors
Community midwives

Premises

Eynsham Medical Centre

Eynsham Medical Centre is a purpose-built surgery located a short walk from the centre of the village, and benefits from an adjacent public car park with disabled parking and electric charging points. The surgery is wheelchair accessible; the parking area and entrance are on level ground and the surgery has automatic doors. The public areas of the surgery are on the ground floor. Facilities include an accessible toilet and a baby changing table. Nursing mothers can request a separate room to breast feed if required. There are 10 consultation rooms, 5 treatment rooms, reception/waiting room areas, a management and finance office, administration/reception office, secretarial office and staff facilities.

Long Hanborough Surgery

Long Hanborough Surgery is new purpose-built surgery, opened during the COVID-19 pandemic in 2021. It is located on the western aspect of the village, a short walk from the village centre. It has its own car park with designated disabled parking spaces. The surgery is wheelchair accessible; the parking area and entrance are on level ground and the surgery has automatic doors. The public areas of the surgery are on the ground floor. Facilities include an accessible toilet and a baby changing table. Nursing mothers can request a separate room to breast feed if required. There are 9 consultation rooms, 2 treatment rooms, a reception/waiting room area, a management and finance office, administration/reception office, clinical pharmacy team office, and staff facilities. Long Hanborough Pharmacy operates within the premises of the surgery.

Computing and Information Technology

The Practice considers itself advanced, pro-active and innovative in IT and is proud of partner development of MedLink software, and fundamental engagement in the development of the Ardens software for the EMIS clinical system.

The practice website encourages patients to engage with the Practice in alternative ways to achieve their medical service requirements rather than face to face consultations. The COVID-19 pandemic has driven the Practice to explore and engage further with different methods, utilising technology more effectively to deliver its patient services and engage in different ways with its team.

The practice recognises the NHS Long Term Plan for Primary Care to become paperless.

EMIS, Medlink, Ardens, and AccuRx are the clinical computer systems. The accountancy software is Xero and payroll is currently outsourced to PayeDOC.

An Outline Profile of the Post

The HR Manager is a new post at Eynsham Medical Group (EMG) and will be a key member of the EMG management team.

The successful candidate will be expected to demonstrate senior management and leadership qualities, and have the ability to identify and implement the Practice objectives, using a combination of personal involvement, motivation of other staff and delegation when appropriate.

Responsibilities will include managing existing and introducing new processes.

You will be expected to formulate, propose and implement strategic HR initiatives across the Practice and provide guidance on all HR matters, including employment and recruitment strategy.

Medical practice management has grown in importance and complexity over the last few years. The need to ensure that the Practice is financially efficient, has well-trained, well-motivated staff, and complies with an increasing range of health and safety, employment law and other legislation, is as important as ensuring the continuing provision of good patient care.

Strong interpersonal skills are expected, along with experience and confidence in all areas of HR, people management, strategic HR management and associated information technology.

The Partners and Practice Business Manager require the successful candidate to be proactive and assist with future planning.

Whilst being an integral part of the team, you will need to feel confident enough at times to use your skills of persuasion and direction to ensure that the HR side of the business of the Practice is carried forward efficiently.

The opportunity for further personal development will be given in order to develop skills in line with practices needs.

References will be requested along with an enhanced DBS check. The successful candidate will take up post as soon as possible.

Key Requirements

To provide clear and positive leadership and vision to the HR management of the Practice and Long Hanborough Pharmacy; and constantly review and recommend strategies for HR development and effectiveness.

Working closely with the Practice Business Manager to provide a timely and responsive service for the implementation and maintenance of all employee and employment law related matters associated with Human Resource (HR). Also to provide a full generalist HR service, across the employee life cycle, including resourcing, employee relations, performance management, employee engagement and development, grievance, disciplinary and organisational change.

Key qualities

- Ability to think strategically and translate strategy into implementation
- Excellent organisational skills with the ability to manage time effectively to meet deadlines
- Ability to work independently and use initiative
- Ability to communicate clearly and effectively (both verbal and written) with a wide range of individuals
- Ability to manage change through motivation and leadership
- Robust HR skills to maintain and improve the efficiency of the practice team
- A conscientious approach and commitment to working in an adaptable and flexible manner (evening meetings)
- Ability to work calmly and effectively and deal with multiple demands
- Ability to maintain strict levels of confidentiality and to treat staff, the management team and the partners with sensitivity and respect
- Ability to work positively as a member of a busy management team and to develop a positive culture
- Ability to influence others positively, negotiate constructively and resolve conflict successfully
- Ability to work on multiple projects at once, maintaining focus and quality
- Implementation and co-ordination of processes to ensure that the practice and pharmacy objectives are met
- Ability to identify threats and opportunities and to manage change
- Develop and co-ordinate HR systems to improve the efficiency and effectiveness of the practice and pharmacy
- Ability to self-motivate, prioritise organise and/or delegate workload
- Good IT knowledge and experience
- Ensure practice and pharmacy policy and standards compliance
- The ability to enjoy diversity and sometimes – the unexpected

Key responsibilities

- Review existing HR systems, procedures and policies and introduce changes to increase efficiencies
- Develop the HR strategy with brief from the Practice Business Manager and Partners in line with the business development plan for the Practice, including a workforce development plan
- Lead the end-to-end recruitment process with responsibility for coaching, motivation and effective training when delegating this process
- Ensure Employment Law and GP contractual compliance
- Supporting and coaching Line Managers to ensure effectiveness in their roles
- Manage all employee relations issues
- Design and deliver coaching/development for HR related topics to enhance performance and best practice in managing people and to include workshops
- Develop HR KPI's, producing relevant data for the Partners and the Practice Business Manager to include absence, turnover and recruitment
- Design and deliver a KPI suite to enable the Practice Business Manager to measure performance
- Completion of HR systems, policies and procedures review with clear recommendations and implementation plan
- Following specification of the HR strategy brief, deliver strategy proposals and implementation plan
- Stay up to date with changes in employment legislation and HR best practices, ensuring compliance across all HR policies and procedures

Duties to include:

- Job Description accuracy and preparation for new posts
- Review and updating the Employee Handbook
- Review of all HR and related policies
- Preparation of contractual documents for all Practice staff, including clinicians
- Ensuring new recruitment is compliant with Employment Law
- Ensuring exit interviews for all exiting staff members
- Managing conflict
- Assisting the Bookkeeper with payroll and pension data
- Facilitating the implementation of a paperless recording system for all Practice staff member records
- Providing an effective HR advisory service to all employees in relation to absence, health issues, well-being, conduct, capability, grievance, change and other employee relations matters.
- Managing all HR investigation, grievance and disciplinary matters and advising managers, the Practice Business Manager and GP Partners on the best course of action

- Attend all senior management meetings
- Development of the team's ethos through effective HR policies and procedures
- Responsibility for the recruitment and selection process of all non-clinical staff.
- Support and guidance for the recruitment and selection process for clinical staff
- Facilitate the development of an effective primary health care team
- Designing and implementing annual appraisals for non-clinical and clinical staff
- Working with the Senior Management Team to establish training and development budgets
- Identifying relevant, new and cost-effective methods of training and up skilling the practice, pharmacy
- Evaluating and engaging with respected external validation programmes, e.g. Investors in People
- Working with the Senior Management Team and Partners advise on risk assessments as they become relevant
- Strengthen and manage communications to the practice and pharmacy teams e.g. digital bulletins
- Assess annually, employee satisfaction
- Working with the Management Team to ensure mandatory training for the non-clinical and clinical teams, specifically the programme of monthly training events for the practice and pharmacy teams as a whole
- Ensure adequate protected time for learning in line with practice and pharmacy needs.

Miscellaneous

- Other associated duties, which may be decided upon by the Practice Business Manager from time to time.

Other

This is not an exhaustive list and may be changed in light of ever-changing service need and national and local policy. Therefore, the job description will encompass any other duties deemed appropriate for the post holder within the scope of the post as determined by the Partners and Practice Business Manager. Any changes would be discussed fully with the post-holder.

HR Manager – Person Specification

	Necessary	Desirable
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> Degree in HR management, Employment Law or equivalent through training Minimum 5 years' HR management experience Evidence of commitment to continuing professional development 	<ul style="list-style-type: none"> Relevant management/leadership qualification CIPD Level 7 or equivalent experience Business qualification – MBA Professional qualification in a relevant subject
Experience	<ul style="list-style-type: none"> 5 years' experience and success with HR management and managing staff in SMEs or larger organisations in any sector Experience and success of team leadership; able to promote teamwork and employee satisfaction Managing conflict Working in a computer environment Employment Law updates End to end recruitment 	<ul style="list-style-type: none"> Management experience in the NHS or in Practice management? Experience of working with regulatory bodies Experience of H&S policies and risk assessments
Skills	<ul style="list-style-type: none"> A “solutions focused” approach to problem solving Intelligent with a fast-learning ability Effective communication (oral and written) and excellent inter-personal skills Approachable with the ability to listen and empathise Change and project management experience Appropriate IT skills Demonstrable leadership, coaching and excellent people management skills Negotiating and managing conflict Commercial and financial awareness 	<ul style="list-style-type: none"> Good time management Motivational
Qualities	<ul style="list-style-type: none"> Personable and approachable Self-motivated and confident – able to work with minimal direction Adaptable and innovative Enthusiasm, with energy and drive Gains respect by example, fairness. Integrity & leadership Trustworthy, honest, reliable, caring and sympathetic Commitment to upholding equality and diversity within the Practice Proactive strategic thinking with a clear vision Confidential and conscientious Hard working, reliable and resourceful Willing to work flexible hours as necessary Considered, steady approach Diplomacy 	<ul style="list-style-type: none"> Good sense of humour Political awareness

The principal contractual terms

- An annual salary of £40,000- £45,000 (pro-rata to hours worked) depending upon experience.
- The hours are negotiable for the right person, based upon a requirement of 20-25 hours per week.
- Annual Leave entitlement will be 25 days per annum plus statutory bank holidays (pro-rata to hours worked).
- Access to the NHS Pension Scheme.
- There will be a mutual assessment period of six months. During this probationary period notice will be 1 month by either party.
- Period of notice will be 3 months upon successful completion of the assessment period.