

Job Title: Business & Practice Manager – General Practice

Location: Haslemere Health Centre, Church Lane, Haslemere, Surrey GU27 2BQ

Salary: £45,000 – £65,000 per annum (dependent on experience)

Hours: Full-time (37.5 hours/week)

Reporting to: GP Partners

Contract Type: Permanent

About the Practice

Haslemere Health Centre is a GP practice of 19000 patients in the beautiful Surrey Hills. We have a large friendly and enthusiastic clinical team consisting of 4 partners, 10 salaried GPs, 3 ANPs, 4 nurses, 3 pharmacists, 2 pharmacy technicians, 3 HCAs, physio, social prescriber and a visiting paramedic. We are a training practice for GP registrars and for FY2 doctors and 2 of our GP's run the local GP registrar training scheme.

Our practice works from a large modern single storey NHS Health Centre with 20 consulting rooms in the grounds of Haslemere Hospital and a smaller branch surgery in Fernhurst with 3 consulting rooms. Additionally we have 2 rooms within the hospital as additional administration space.

We are part of West of Waverley PCN and Procure GP Federation. We offer private medical insurance for all our employees and we are an RCGP Active Practice through which support our team to become physically active and healthy, along with encouraging the wider population.

With a large multidisciplinary team and a commitment to delivering high-quality, patient-centered care, we are seeking a motivated and experienced **Business & Practice Manager** to lead the operational, strategic, and financial management of the practice. You will be supported in this role by: the Partners; an Operational and Finance Manager; a Nurse Clinical Lead; a Pharmacy team lead and a Reception lead.

This is a senior leadership role, pivotal to the success and sustainability of the practice. You will work closely with the GP Partners and other leads to maintain high performance, regulatory compliance, and business development.

Job Purpose

The Business & Practice Manager will be responsible for the overall **leadership, performance, and development of the practice** across the following key areas:

- Supporting the GP Partners to uphold the values and aims of the practice
 - Strategic planning and innovation
 - Financial and business operations
 - HR and workforce development
 - Operational efficiency and systems management
 - Regulatory compliance (CQC, GDPR, Health & Safety)
 - Stakeholder engagement and partnership working
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Key Responsibilities

1. Strategic & Business Planning

- Develop and implement the practice's strategic and business plans.
- Identify growth opportunities, new income streams, and partnership working.
- Lead business development projects and change management initiatives.
- Work with PCN colleagues to align services and pursue collaborative funding.

2. Financial & Contract Management

- Oversee all financial operations (based on Xero accounting software): budgeting, forecasting, reporting, and cash flow.
- Maximise income through QOF, Enhanced Services, PCN DES, and private income.
- Manage practice contracts and ensure compliance with NHS and PCN requirements.
- Liaise with accountants, payroll providers (IRIS), and external auditors.
- Oversee all staff PAYE, NI and NHS pension contributions
- Ensure that Indemnity cover and Locum Insurance cover is in place

3. Leadership & HR Management

- Lead and support a large administrative and clinical support team.
- Manage recruitment, staff development, training, and appraisals.
- Oversee workforce planning, skill mix optimisation, and succession planning.
- Promote staff wellbeing, retention, and a positive culture.

4. Operational Management

- Ensure effective day-to-day running of the practice and its systems.
- Monitor and improve clinical and administrative workflows and patient access.
- Lead service delivery reviews to improve efficiency and quality.
- Manage practice premises, facilities, and contracts (cleaning, maintenance, etc.).

5. Compliance, Risk & Quality

- Ensure compliance with CQC regulations, Health & Safety law, and GDPR.
- Maintain up-to-date policies, procedures, and risk assessments.
- Lead on clinical governance administration, audits, and regulatory inspections.
- Develop and monitor business continuity and emergency response plans.

6. Digital & IT Management

- Oversee practice IT systems, including EMIS, Docman, AccuRx, and telephony.
- Lead digital transformation and service innovation initiatives.
- Ensure data security, reporting accuracy, and efficient digital workflows.

7. Patient & Stakeholder Engagement

- Respond to patient feedback, concerns, and complaints with professionalism.
- Promote the Patient Participation Group (PPG) and patient involvement.
- Represent the practice at PCN, ICB, and external stakeholder meetings.
- Build strong relationships with the wider healthcare community.

Person Specification

Essential:

- Proven senior management experience, preferably in general practice, NHS, or healthcare.
- Strong financial literacy and experience managing large budgets and income streams.
- Excellent leadership and HR management capabilities.
- In-depth knowledge of NHS structures, primary care operations, and regulatory frameworks.
- Excellent organisational, communication, and interpersonal skills.
- Proficient in Microsoft Office and primary care systems (EMIS, Docman, etc.).
- Strategic thinker with a hands-on, problem-solving approach.
- Dependable, flexible, honest and trustworthy
- Ability to listen and empathise to manage and resolve problems diplomatically
- Driving licence

Desirable:

- Degree or qualification in Business, Management, or Healthcare Leadership.
- Experience managing a large general practice (10,000+ patients).
- Familiarity with CQC inspections, QOF, Enhanced Services, and PCN DES.
- Project management or service redesign experience.
- Experience working with or within Primary Care Networks.

What We Offer

- Competitive salary: **£45,000 – £65,000** (dependent on experience).
 - NHS Pension Scheme.
 - Private Medical Insurance (Vitality)
 - Generous annual leave entitlement.
 - A supportive, inclusive, and high-performing team environment.
 - Opportunities for CPD and leadership development.
 - The chance to shape the future direction of a major local healthcare provider.
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How to Apply

Please send your **CV and a covering letter** outlining your suitability for the role to:

Dr Phil Ridsdill Smith, Senior GP Partner phil.ridsdillsmith@nhs.net

You would be welcome to visit the surgery on Weds 17th September 2025 between 2 and 4pm to look around and to meet the team.

Closing date for applications – Monday 22nd September 2025