



FIRST PRACTICE MANAGEMENT

Working together with

Eynsham Medical Group
Eynsham Medical Centre & Long Hanborough Surgery
Oxfordshire, OX29 4QB & OX29 8JL

www.EynshamMedicalGroup.org.uk

FOR YOUR FUTURE IN PRIMARY CARE

CONTENT

Thank you for your interest in this vacancy. The information given on the following pages outlines details of the post and the interview process along with a detailed profile of the practice.

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OVERVIEW

This post provides an opportunity for a suitably qualified Practice Business Manager with the relevant skills to undertake the senior managerial role in this very well-established medical practice.

If after reading this you have any questions that may influence your decision to apply, then do please contact First Practice Management. Please note that previous NHS/healthcare management experience is not a requirement for this post but may be considered an advantage.

Please complete the application form electronically and email it back to mail@firstpracticemanagement.co.uk. It is important that you provide a covering letter supporting your application and email back, together with the application form. This letter should be a Word document of ideally no more than two pages of A4. You should provide details of your experience, knowledge and skills in the following areas;

- Leadership and HR
- Change Management and Quality Improvement
- Business Planning and Strategy
- Patient services, governance and compliance
- Business finance
- Knowledge and application of IT systems
- Health & Safety and risk management
- Healthcare experience
- Any other experience relevant to this post

Your application for this post must arrive by

25th February 2024

INTERVIEW DETAILS AND SELECTION PROCESS

First interviews will take place remotely via the Zoom platform on the afternoon of Friday 8th March 2024.

Those selected for second interview may be invited to visit the practice, should this be appropriate.

If selected, second interviews will take place at the practice on a date to be advised, within 1 week of the first interviews.

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 do not 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.

The practice boundary includes all of the surrounding villages to the premises, including 6 local care homes. The practice premises sit approx. 4 miles apart with Long Hanborough to the north of the Eynsham Medical Centre.



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.

There is an excellent range of housing, schools, shops, sporting facilities and other public amenities nearby.

Eynsham Medical Group and its 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 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.

There is now a need for a Practice Business Manager to work with the Partners and management team, with a hands-on approach, to take overall operational management and lead the practice forward.

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

The Doctors

There are currently eight Principal Partners and eight Salaried GPs.

Partners

Dr Neil David Rust: BSc, MB BS (London 1990), DCH, DRCOG, MRCGP

Dr Rust joined the practice in 1995 and has special interests in dermatology and care home medicine. He is also the practice lead for finance.

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 Jessica Ruth Harris: BA (Cambridge 1985) MB, BChir, MRCGP (1994) DRCOG (Retiring March 2024).

Dr Harris joined the practice in 2009, is the practice lead for CQC and is a GP Trainer.

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 and complaints.

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 Emily Aires

Dr Saleema Sharief

Dr Margaret Onobhayedo

Dr Cathy Scott

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 79 health care professionals and administration support who are all practice employed.

The practice team comprises;

Clinical Team

- 8 Salaried GPs
- 1 Advanced Nurse Practitioner
- 1 Paramedic Practitioner
- 2 Physician Associates
- 1 Nurse Manager
- 4 Practice Nurses
- 4 Healthcare Assistants
- 1 Nursing Associate
- 1 Research Nurse
- 1 Clinical Trials Assistant
- 3 Clinical Pharmacists
- 1 Pharmacy Technician
- 1 pre-registration Pharmacist
- 1 Administration Assistant for the Nursing Team

Dispensing Team

- 1 Dispensary Team Leader
- 1 Deputy Dispensing Team Leader
- 2 Pre – registration Pharmacy technicians
- 12 Dispensing Team Members

Practice Administration and Management Team

- 1 Practice Business Manager (vacancy)
- 1 Deputy Practice Manager
- 1 Appointments Manager
- 1 Reception Manager
- 1 Dispensary Manager
- 1 Nursing Team Lead
- 1 Research Manager
- 1 Managerial Assistant & Vaccine Coordinator
- 3 Medical Secretaries
- 1 Accounts Administrator
- 2 Pathlinks Administrator

5 Summarisers
1 Finance Assistant
1 Patient Care Advisor Team Leader
1 Deputy Patient Care Advisor Team Leader
11 Patient Care Advisors

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.

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 successful candidate will need to demonstrate robust leadership and communication skills, be well-organised, highly motivated and financially astute. There is a requirement to manage and take responsibility for all managerial and operational aspects of the practice. In addition, the candidate must have the ability to provide strategic guidance and planning to the partners.

The practice business manager is a key member of the team and expected to demonstrate leadership qualities, achieving goals and targets using a combination of personal involvement, motivation of other staff and delegation when appropriate.

The post is tasked with assessing organisational performance, developing achievable goals and implementing processes that improve organisational effectiveness and efficiency, ensuring statutory and other legal requirements are met.

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 and other legislation, is as important as ensuring the continuing provision of good patient care.

Candidates are expected to bring strong interpersonal skills and be experienced and confident in the areas of people management, financial control, strategic management and information technology.

The partners require the successful candidate to be proactive and plan for the future, maximising the practice's potential in relation to business, finance, premises, HR and collaborative relationships, whilst maintaining patient care and ensuring a high level of operational efficiency.

The successful candidate will need to ensure the Partners are kept fully informed of local and national proposals and initiatives, presented clearly and concisely to enable them to make informed decisions.

The strategic role will need to look beyond today's challenges and assimilate the forthcoming changes in the NHS and any possible impact these may have on the practice and its operation.

The successful candidate must be able to help initiate, develop and articulate the visions of the Partners and then ensure that they are brought to fruition. Strong negotiating skills and flexibility to meet emerging needs will be paramount.

It is expected that the successful candidate will be very comfortable thinking strategically, exploring new ways of working, suggesting options for change and working with the Partners to implement these and manage them accordingly.

The successful candidate should be able to identify with the values and philosophy of the practice and the role as outlined in this document.

An understanding of current NHS initiatives will be helpful; however, the NHS is changing substantially and rapidly and the introduction of new ideas and methods from outside the NHS presents an attractive proposition to the partnership, however healthcare management experience could be considered an advantage.

Eynsham Medical Group has good relationships and reputation within the locality so there is excellent practice management support for the new manager.

The opportunity for further personal development will be given in order to develop skills in line with the practice's needs.

The post is full time.

References will be requested along with an enhanced DBS check.

Key Requirements

You will provide clear and positive leadership and vision to the strategic management of the practice and will be expected to constantly review and recommend strategies for its development and effectiveness. On an operational level you will be responsible for the overall business efficiency of the practice, the maintenance of the existing team spirit, and the provision of a communication link to third parties. This includes representation of the practice as required.

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 manage a team effectively, managing performance issues and delivering required outputs.
- Ability to support and guide the team through decision-making processes.
- An analytical mind and outstanding presentation and problem-solving skills
- 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 finance and business skills to maintain and improve the profitability of the business
- A conscientious approach and commitment to working in an adaptable and flexible manner
- 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 and leader of a busy team and to develop a positive culture
- Ability to influence others positively, negotiate constructively and resolve conflict successfully
- Able to build and sustain networks and partnerships
- Ability to work on multiple projects at once, maintaining focus and quality
- Implementation and co-ordination of processes to ensure that the practice's objectives are met
- Ability to identify threats and opportunities and to manage change
- Lead and chair meetings associated with the post
- Develop and co-ordinate systems to improve the efficiency and effectiveness of the practice
- Ability to self-motivate, prioritise organise and/or delegate workload

- Good IT knowledge and experience
- Ensure practice policy and standards compliance
- The ability to enjoy diversity and sometimes, the unexpected

Key responsibilities

Finance

Responsibility for the finances of the practice, working with the Partners and Finance Assistant to achieve the following;

- Develop and control practice budgets, financial systems
- Prepare financial budgets and cash-flow forecasts
- Ensure the organisational requirements of the practice contracts with NHSE are fully met and complied with
- Support the Partners to develop and implement processes to achieve clinical targets
- Understand and report on the financial implications of contract and legislation changes
- Liaise with the accountant and bank as appropriate or as directed by the Partners
- Manage the payroll process
- Directly contribute to profit improvement by exploring areas for increasing income and reducing costs
- Analyse data relating to the PCN and ICS as appropriate and contribute to planning and organisation
- Manage Partners drawings in consultation with the accountant

Strategic Planning

Responsibility for the strategic planning of the practice, working with the Partners to achieve the following;

- Keep abreast of current affairs and identify potential opportunities and threats
- Assess and evaluate accommodation requirements and manage development and expansion opportunities if appropriate
- Implement and update the Practice Development Plan, overseeing the implementation of the aims and objectives
- Assist the practice in the wider community and assist with forging links with other local practices, relevant agencies, educational bodies and in particular working collaboratively with the local community, the PCN and the ICS.
- Formulate objectives and research and develop ideas for future practice development

- To represent the practice at PCN, locality and ICS meetings
- To make recommendations to the partners for practice development with regard to enhancing patient services and potential sources of income

Human Resources

Overall responsibility for Employment Law compliance, working with the Management Team to achieve the following;

- Ensure the recruitment, selection and retention of staff, including contracts of employment and job descriptions is robust
- Ensure systems and practices are in place to manage performance of staff effectively.
- To oversee effective appraisal processes and delivery of appraisals and reviews with all staff
- Ensure Employment Law compliance for the disciplinary and dismissal process
- Be aware of current employment legislation and compliance
- To develop and maintain good employee/employer relationships
- To ensure that members of the existing staff team are aware of any changes that occur in the practice
- To maintain good communication at all times with the practice team
- Ensure all personnel are CPD (Continuing Professional Development) compliant, in line with local and national requirements
- Ensure nurse and GP revalidation compliance
- To have strategic overview and to oversee rotas which allow good staff cover at all times as well as giving the flexibility required at short notice to cover for illness, etc.
- To implement pay rises/scales and increments at the appropriate time
- Responsibility for appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks
- To meet with attached staff as and when necessary and arrange/attend regular meetings with partners and attached staff to discuss all issues around patient care
- To ensure that suitable facilities are available to enable all staff to work within the practice
- Be responsible for the health and safety policy and its implementation
- Facilitate the development of a multi-disciplinary effective primary health care Team

Training & Education

Working with the Partners, GP Trainers to achieve the following;

- To participate and/or assist in the training of all administrative staff; healthcare professionals. To maintain a training on-line tool for staff and update staff

requirements. To undertake the booking of training events for clinical staff as required. To organise in-house training when required.

- To maximise training grants available. To write bids for training opportunity funding as required.
- To provide a robust induction for students and training GPs in the practices. To explain the areas of confidentiality, health and safety and procedures and policies to the students and trainees.
- To provide tutorials for GP trainees (as required) on financial management; QOF and enhanced services and CV writing.
- To invoice claims for student work.
- To participate in any training programme implemented by the practices as part of this employment.
- To personally undertake in mandatory training.
- To mentor staff in their specific roles.

Information Technology

Overall responsibility for IT processes to;

- Ensure the update of appropriate information governance systems
- Ensure all Practice IT and telephone systems are functioning effectively
- Ensure the IG and DSP toolkit requirements are met
- Keep abreast of new technology and ensure existing IT is used to its full potential

Patient Services

Working with the Partners and management team to achieve the following;

- Ensure that the Practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Oversee and manage effective appointment systems
- Routinely monitor and assess practice performance against patient access and demand targets
- Manage the complaints management system
- Manage the significant events system
- Maintain and engage with Patient Participation Groups (PPGs)

Premises and Equipment

Overall responsibility for Premises and Equipment to achieve the following;

- Be responsible for the management and security of the building
- Represent the practice to negotiate contracts and their renewals
- Liaise with NHSE in notional rent review
- Ensure property owned by the partners is safe, effective and fit for purpose

CQC

Working with the Partners and Management Team to;

- Lead, oversee and maintain compliance with CQC regulations to ensure that the practice meets the essential standards working towards a rating of outstanding.
- Be responsible for preparation for CQC inspections and reviews.

Communication

- Ensure compliance with the latest NHS recommendations
- Understand the practice communication systems
- Build/maintain good working relationships with the NHSE, ICS, hospitals, community agencies, other GP practices, the PCN, education bodies, pharmacists, voluntary and private organisations
- Represent the practice at meetings and seminars
- Assist and support the partners corporately and at individual level to fulfil the requirements of revalidation
- Present a professional image and always promote the practice
- Share skills and expertise with others

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post holder will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They will 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.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance

with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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. Any changes would be discussed fully with the post-holder

| Practice Business Manager - Person Specification | | |
|---|---|---|
| | Necessary | Desirable |
| Academic/ Vocational Qualifications | <ul style="list-style-type: none"> • Evidence of a sound education to A level standard or equivalent • Evidence of a commitment to continuing professional development | <ul style="list-style-type: none"> • Degree level certification • Relevant management HR or finance qualification |
| Experience | <ul style="list-style-type: none"> • 5 years' experience and success of communicating with and managing people • Experience of working in teams; able to promote teamwork and employee satisfaction • Financial management experience including understanding of spread sheets • Experience as a business manager, with knowledge of employment law and business accounts • Experience of strategic business planning | <ul style="list-style-type: none"> • Management experience in the NHS or in practice management • Healthcare management experience • Experience of working with regulatory bodies and preparing for inspections • Experience of working with corporate bodies |
| 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 • Delegation and empowerment of staff • Appropriate IT skills • Leadership skills, including excellent people management skills • Good time management • Customer service and complaints resolution • Negotiating and managing conflict • Able to manage change and cope with pressure • Networking and facilitation • Motivational | <ul style="list-style-type: none"> • Project management • Change management |
| 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 • 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 |
| Other | <ul style="list-style-type: none"> • Non-smoking environment • Sufficient English language fluency as required under the Immigration Act 2016 | <ul style="list-style-type: none"> • The ability & willingness to travel to meetings & courses |

The principal contract terms

- An annual salary of £55,000- £70,000 depending upon experience.
- The post is 37.5 hours, working over 5 working days and the hours will be as the post requires.
- Annual Leave entitlement will be 25 days per annum plus all statutory bank holidays.
- Access to the NHS Pension Scheme.
- There will be a mutual assessment period of six months. During this probationary period notice will be four weeks by either party.
- Period of notice will be 6 months upon successful completion of the assessment period.