

## Job Title: Practice Support Manager

### Role Summary

We are seeking an experienced healthcare professional with practice management background to oversee service delivery and ensure exceptional client outcomes. With your deep understanding of NHS primary care operations and the practice business model, you will deliver client-facing projects which will transform their finances, support Ash Lane's business development activities, and lead a team of analysts. As part of Ash Lane's management team, you will play a pivotal role in our future direction and have the opportunity to lead on new services and propositions.

### About Us

Ash Lane delivers solutions to increase the efficiency and profitability of Primary Care providers. We currently serve +450 GP practices and are growing rapidly. Our services include NHS prescription reimbursement, PAI claims, and flu vaccination claims, training and support. We are in an exciting phase of development to expand our services, so this is an ideal time to join us and make a lasting impact. Our team thrives on collaboration, even while working remotely. We create an environment where everyone feels engaged and able to contribute without needing formal channels, ensuring all voices are heard and valued.

### Key Responsibilities

#### Client Delivery & Operations Management

- Responsible for the output of Ash Lane's back-claim operations, seeking opportunities for continuous improvement
- Present analysis findings to practice managers and partners, translating complex data into clear, actionable recommendations with quantified financial impacts
- Act as primary point of contact for client accounts during project delivery, building strong relationships and understanding unique practice contexts
- Deliver training sessions to practices on the FP34/PPA claims process and how to maximise value from our services
- Manage client expectations and resolve queries, drawing on your primary care expertise to provide credible, practice-focused solutions

#### Team Leadership

- Line manage a small team of back-claim analysts, providing development and performance management
- Set quality standards and ensure consistency across all client deliverables
- Foster a culture of continuous learning and knowledge sharing within the team
- Review and quality assure analyst work, particularly on complex claims scenarios

#### Business Development

- Conduct sales calls with prospective clients, to build trust and demonstrate value
- Attend conferences to represent Ash Lane and engage with potential clients

- Identify opportunities to provide further value to existing clients

#### Service Evolution & Platform Testing

- Contribute ideas for service enhancements and new offerings based on client feedback and your primary care insights
- As the company evolves, potential to take ownership of service development initiatives and lead strategic projects

#### NHS Claims Expertise

- Apply your knowledge of NHS reimbursement mechanisms (FP34, PAI, flu vaccination claims) to guide analyst work and resolve complex scenarios
- Stay current with NHS policy changes and communicate implications to team and clients
- Ensure all work complies with NHS regulations, Data Protection regulations and best practices

#### Role Requirements

##### Essential Experience & Knowledge

- Previous experience as a Practice Manager, Assistant Practice Manager, or Operations Manager in an NHS GP practice (minimum 3 years)
- Strong working knowledge of the Statement of Financial Entitlements, Drug Tariff and NHS reimbursement processes, in particular FP34 claims and PCSE statements. Able to analyse trends over time and spot issues
- Extensive experience with SystmOne and/or EMIS clinical systems. In-depth knowledge of the underlying data structure and search writing.
- Advanced Microsoft Excel skills developed through extensive practical use. Ability to extract insights from large amounts of data using features such as Tables, Pivot Tables, Conditional Formatting, Look-up and Filters.
- Experience managing or supervising others, with demonstrated ability to coach and develop team members

##### Essential Skills & Attributes

- Entrepreneurial mindset: You understand the business operating model, and you are constantly seeking innovative ways to increase efficiencies. You are prepared to take calculated risks by committing to action even when the outcome isn't certain. You are adaptable and creative in overcoming obstacles. You have the grit and perseverance to succeed even when there are setbacks to get the job done.
- Highly organised with the ability to manage multiple concurrent projects. You use data to create clarity from disorder; you structure your work into a clear plan for delivery; you can articulate your plans to others; you update and change your plans as circumstances change.
- Team player: You thrive when part of a dynamic team who have an exciting, ambitious goal. Whilst focusing on your own tasks you also maintain awareness

of the rest of the team and are ready to offer support where needed. You prioritise the achievements of the team above your own.

- Comfortable working independently in a remote environment. You can manage your own time and activities without supervision.

#### Desirable

- Knowledge of GDPR and data security requirements in healthcare context
- Experience with business development or sales support activities

#### What We Offer

- Competitive salary (dependent on experience) £50k - £65k
- Flexible hybrid arrangement requiring 2 days per week at our Bristol office
- Rapidly growing company means your contribution will be valued and will have an immediate impact. Innovations are acted upon quickly, and results used to rapidly improve as we iterate and adapt. Plus, it's a lot of fun!

#### How to apply

Thank you for your interest in the role, please ensure you meet all the 'Essential' criteria before applying. We will review applications carefully and notify candidates of the outcome, with next steps for those shortlisted.

To apply, please send your CV and covering letter, which outlines your interest and suitability in the role, to [careers@ashlane.co.uk](mailto:careers@ashlane.co.uk)

Please note: We can only respond to applications from genuine candidates who meet the essential criteria. We're unable to reply to applications from recruiters or candidates who don't meet the role requirements.