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**Assistant Practice Manager oppurtunity**

Permanent, full time position

Haresfield and Kempsey Surgeries, Worcester

This role would suit someone who has management or finance experience or an individual who is looking to progress their current skill set and competencies. Please see the attached job description for more detail on the requirements of the role.

We are looking to recruit a full time Assistant Practice Manager to join our friendly practice team in Worcester. The Assistant Practice Manager will help play a key role in the day to day running of the surgery.

The role is for 37.5 hours per week Monday to Friday but will be required to work flexibly outside of core hours including weekends and bank holidays from time to time.

Applicants should be experienced, proactive and enthusiastic with a proven track record in a well performing environment. You must have a deep understanding of health services together with a passion for improving lives and improving healthcare. This is a great opportunity for an individual seeking a fulfilling and interactive role to join us and develop their career. The individual will be required to stand in for the Practice Manager when required.

You would be required to provide and maintain high standards of patient care as well as administrative tasks. The successful candidate will enjoy leading and working as part of a dedicated team, with the added satisfaction of working for an organisation committed to the care and wellbeing of others.

You will have strong communications skills, attention to detail, a ‘can-do’ attitude and will be able to deal with both patients and surgery staff face to face and over the telephone in a professional manner.

This role is to support the practice manager in all aspects of practice finance, motivating and managing staff, optimising efficiency and overall performance, ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment.

**Our team**

We consider ourselves to be a fun, friendly, sociable and highly motivated group, working together in a welcoming and supportive environment. We are fortunate to have a very loyal and dedicated team which is supported by excellent leadership and management. Our clinical and operational teams work collaboratively with a shared goal of offering outstanding patient service and excellence in care. Our team currently comprises:

- 7 partners, 6 salaried GPs, 2 retainer scheme GPs and a university term time triage GP,

- An experienced 7 strong nursing team,

- A Practice Manager, Assistant Practice Manager and Operations Manager

- A Clinical Pharmacist,

- An Advanced Nurse Practitioner,

- A First Contact Physiotherapist,

- A ‘living well team’ including social prescriber, wellbeing coach & lifestyle advisor

-31 non-clinical staff including a team leader, deputy team leader, receptionists, secretaries, experienced administrators and the dispensing team at our branch surgery.

**A bit more about the surgery…**

We look after 17,300 patients in both urban and rural settings. Our main site, Haresfield Surgery, is based in a large, modern, purpose built medical centre in central Worcester. We also have a dispensing branch based in the nearby village of Kempsey and clinicians rotate to cover sessions here. We attained full QOF achievement prior to COVID in 2018 and 2019 and consistently perform highly across various other local clinical indicators. Our clinical system is EMIS Web. Documents are processed using Docman and this is supported by our highly trained administrators via EZ Doc to improve efficiency and reduce the volume of daily correspondence which our clinicians need to work through. We utilise all aspects of AccuRx software. We are proud of the time we have invested to develop and improve our accessibility, whilst successfully managing workload pressures, through the development of our website and the implementation of Klinik Triage system software.

**Salary competitive with 6 weeks annual leave.**

**For any enquiries please contact Meryl Foster (Practice Manager)-**[meryl.foster@nhs.net](mailto:meryl.foster@nhs.net)

PM Office Number: 01905 368540

Haresfield Surgery, Turnpike House Medical Centre, 37 Newtown Road, Worcester WR5 1HG

Informal visits or chats are welcomed.

Application by CV to Meryl please.



JOB DESCRIPTON

Assistant Practice Manager

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| Job Title: | Assistant Practice Manager |
| **Reporting to:** | Practice Manager |
| **Hours / Work Pattern:** | 37.5 hours per week  May also be required to work outside of core hours, dependent on the needs of the business. |
| **Location:** | Haresfield Surgery |
| **Salary** | Dependent on Experience & Qualifications |

**Scope of the Role:**

The role of the Assistant Practice Manager requires a self-motivated, disciplined individual to take help oversee the running of the practice, supporting the Practice manager and working as a key member of the practice’s Management Team.

**Job Summary:**

To support the practice manager in all aspects of practice functionality, motivating and managing staff, optimising efficiency and overall performance, ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment. The Assistant Practice Manager will focus helping with the day-to-day operability of the practice promoting a positive working environment and to assist with several financial administrative duties for the business. To provide management, clerical and administrative support to both the Practice and Practice Manager, this will involve deputising for the Practice Manager in their absence.

**Job Description:**

**Primary Responsibilities**

The following are the core responsibilities of the assistant practice manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

The assistant practice manager is responsible for:

* Supporting the practice manager in the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities.
* Involvement with financial processes of the business;
  + Book keeping and accounting reconciliation
  + Income and expenditure management
  + Assisting the accountants with any queries or requests
  + Completing necessary requirements to fulfil the VAT requirements of the business
  + Assisting with NHS pension processes
  + Assisting with Payroll process and responsibilities
  + Assisting with NHS service claims when required
* Ensuring staff adhere to policy and procedure at all times
* Line management of the dispensary team at Kempsey Surgery
* Managing the clinical system, ensuring IT security and IG compliance at all times
* Managing all GDPR compliance and ensuring end of year submissions are completed
* Responding and resolving all local IT issues where appropriate
* Guiding staff and developing searches and audits on the clinical system
* Assisting with monitoring group mailboxes, ensuring information is disseminated appropriately
* Ensuring the clinical session structure is effective, meets the needs of the patients and clinicians have access to suitable rooms

Assisting with the implementation of an effective practice training programme for all staff (clinical and administrative) liaising with external agencies when necessary

* Supporting the overall practice clinical governance framework, submitting reports for OQF, enhanced services and other reporting requirements using CQRS / PCSE etc.
* Ensure the effective use of ERS, EPS and other IT programmes
* Monitoring and disseminating information on safety alerts and other pertinent information
* Support the management team in the compilation of practice reports
* Maintaining the significant event database, providing advice to staff and briefing the team at meetings as required
* Identifying trends and devising solutions to reduce risk and repeated occurrences of significant events
* Developing, implementing and embedding the practice audit programme (in conjunction with the lead nurse)
* Effectively managing DNAs, referred repeat offenders where appropriate
* Supporting the smooth running of all patient services
* Investigating and answering incoming complaints / comments and submitting end of year complaints report.

**Secondary Responsibilities**

In addition to the primary responsibilities, the assistant practice manager may be requested to:

* Deputise for the practice manager in their absence
* Act as the primary point of contact for NHS(E), CCG, community services, suppliers and other external stakeholders in the absence of the practice manager
* Assist with the recruitment of staff as requested by the practice manager
* Support the Operations manager in the reviewing and updating of practice policies and procedures
* Support the practice manager with change initiatives
* Work with other members of the team in the management of health and safety, infection control, compliance, building, maintenance, and all other associated tasks when required.
* To manage all supplier contracts.
* Manage asset registers as directed by the practice manager
* Work with the Reception Manager to coordinate all staff absences, maintaining an effective absence register
* Act as the communication link between the management team and staff
* Represent the practice locally as required
* Maintain a working knowledge of PCN and CCG initiatives
* To manage the Clinical Trainees (Registrars, FY’s, Med Students). Work with the clinical trainers and Medical institutes to deliver a consistent and professional service, and provide updates to the practice as appropriate. To manage all paperwork in relation to Clinical Trainees, including annual leave, study sessions, appointment books; induction and other relevant paperwork.
* To manage and oversee all new staff inductions as well as other HR responsibilities including recruitment, staff appraisals, performance related matters, training etc.
* To support with other management functions as directed by the Practice Manager.
* To support the practice in organising training for staff – both clinical and non-clinical.
* To have good working knowledge of the GP contracts/Enhanced Services and other contracts.

**Additional Roles & Responsibilities**

* Work pro-actively in managing change in own speciality to improve practice and health outcomes.
* To work flexibly to ensure that the practice has cover between the hours of 0800-1830 core hours; and be flexible in the covering of current extended hours and future extended hours, which may result in the need for early mornings; late nights and weekend working.
* This job description is not exhaustive and may be adjusted periodically to reflect the on-going changes in practice.
* Any other duties considered appropriate to the role of as requested from time to time by the Practice Manager.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Quality & Organisation:**

The post-holder will strive to maintain quality within the practice, and will:

* To be responsible for planning and organising own workload on a day to day basis and longer term.
* Participate in the planning and achievement of team and departmental objectives.
* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient’s needs.
* Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognize people’s needs for alternative methods of communication and respond accordingly
* Liaise with internal and external stakeholders, e.g. Health and Safety Executive (HSE), claims, complaints, PPG etc.
* Ensure good written and verbal communications to all levels of the organisation including the ability to communicate complex and sensitive information.

**Contribution to the Implementation of Services:**

The post-holder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**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 may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also 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.

This role will be subject to change and the post-holder will be expected to show flexibility and adaptability in all areas.

**This job description accurately reflects the post holder’s duties**

**Signature of post holder ………………………………………………. Date ……………………..………**

**Name (Block Capitals) ……………………………………………..**

**Signature of Practice Manager ………………………………………. Date …………………….………**

**Name (Block Capitals) ..……………………………………..**

HARESFIELD SURGERY

**PERSON SPECIFICATION**

**Person Specification for the post of: ASSISTANT PRACTICE MANAGER**

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| --- | --- | --- | --- |
| **ATTRIBUTES** | **REQUIREMENTS** | | **METHOD OF ASSESSMENT** |
|  | **ESSENTIAL** | **DESIRABLE** |  |
| Registration / Education / Qualifications | Eligible to work in the UK.  Educated to GCSE level.  Good standard of education with excellent literacy and numeracy skills.  A demonstrable commitment to professional development. | Leadership or Management qualification | Application /  Evidence |
| Experience | Previous management experience.  Experience of dealing directly with patients / customers, including handling complaints and feedback.  Experience of working in a healthcare setting.  Experience of implementing / managing administrative services.  Experience in dealing with external organisations at management level.  Experience of inducting, training and supporting staff. | Supervisory / Management experience within general practice or other NHS roles.  Experience of performance management, including appraisal writing, staff development and disciplinary procedures  Experience of leading multidisciplinary teams  NHS/Primary Care General Practice experience  Health & Safety experience. | Application / Interview / References |
| Knowledge / skills | Excellent communication skills, both written and verbal.  Strong IT skills (generic)  Excellent leadership skills  Strategic thinker  Proven problem solving & analytical skills  Effective time management (Planning & Organising skills)  Ability to develop, implement and embed policy and procedure  Ability to motivate and train staff  Ability to manage change. | Experience in using EMIS Clinical System | Application / Interview |
| Personal Qualities | Honest and reliable.  Flexible and cooperative  Motivated and proactive  Ability to use initiative and judgement  Forward thinker with a solutions focused approach  High levels of integrity and loyalty  Sensitive and empathetic in distressing situations  Ability to work under pressure  Ability to drive and deliver change effectively  Honest and reliable.  An understanding, acceptance and adherence to the need for strict confidentiality.  Ability to work with flexibility and common sense.  Ability to work without direct supervision and determine own workload priorities and meet deadlines.  Ability to work as part of an integrated multi-skilled team.  Ability to gain respect by example and leadership.  Able to work under pressure.  Adaptable, innovative, forward thinking and resilient.  A commitment to Primary Health Care and the NHS. |  | Evidence based |
| Other requirements | Flexibility to work outside of core office hours  Disclosing Barring Service (DBS) check  Maintains confidentiality at all times  Full UK driving licence |  |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.