**Practice Business Manager**

**Whitemoor Medical Centre**

**Closing date is 15 April 2024**

Apply for this job

**Job summary**

At Whitemoor Medical Centre we relate the success of the practice directly to the strength of our management team. We are looking for a new Practice Business Manager to lead this team and play a vital role in the continued performance and development of our operations.

Although previous healthcare experience would be helpful it is by no means essential. Indeed, we would be keen to hear from people with a proven track record of leadership in a non NHS environment. The most important attributes are experience in overseeing business operations in a small to medium sized business as well as human resources, finance and premises. The ideal candidate will be a great communicator who has a strong ability to delegate responsibility and collaborate across a range of departments and stakeholders.

Ultimately, our new practice business manager will be driven by a desire to lead our business to maximum productivity and efficiency.

Working hours are flexible from 23 hours a week up to full time.

Interviews are scheduled to take place on the afternoon of Wednesday 24th April 2024 with a second interview for shortlisted candidates on the morning of Saturday 27th April 2024.

If you would like to have an informal chat about this role, prior to application, then please contact Tim Skinner on 01773 881140.

**Main duties of the job**

Any practice manager will tell you that no two working days are ever the same. Therefore, the ability to react to and resolve multiple and diverse issues, as and when they arise, is definitely part of the skill set required! Ultimately though, the practice manager has overall accountability in the following areas,

**Finance**- ensuring that the financial performance of the practice is sufficient to deliver the funding that allows us to sustain and develop services.

**HR** - overall accountability for recruitment and retention of staff as well as their ongoing development, performance management and welfare.

**Patients**- develop and deliver strategies to meet patients clinical needs as well as their expectations around access and other service standards. This will include responsibility for resolving complaints and concerns as well as developing patient engagement in areas like our Patient Participation Group.

**Risk Management** - oversee the risk management process in the practice. This will include compliance with CQC and Health and Safety standards as well as all statutory and regulatory obligations.

**Strategic Development** - play a significant role, with the rest of the leadership team, in devising and implementing the plans that will allow the practice to grow and thrive in the constantly changing arena of primary care.

**About us**

We provide high quality healthcare to our 12,500 patients from a modern purpose built medical centre with its own minor operations suite, ample free parking and a staff roof terrace (ideal for those long hot Derbyshire summers!)

Our 6 GP partners, 2 salaried GPs and multi-disciplinary healthcare team give us a healthy clinician to patient ratio that facilitates great patient access and healthcare outcomes.

We are a training practice and as well as GP registrars, we have hosted undergraduate medical students, student nurses, trainee counsellors and social work students.

Innovation is high on our agenda and, as a tier 3 research practice, we participate in a wide variety of NHS research projects.

We value real patient involvement and have a large and active Patient Participation Group who collaborate with us to help us deliver the highest quality service that we can.

The partners are highly approachable, good humoured and value a supportive and inclusive culture of teamwork at the practice.

**Job description**

**Job responsibilities**

The main responsibilities of the practice business manager role are,

Overseeing the day-to-day operations of the organisation, ensuring staff achieve their primary responsibilities.

Direct line management of the practice management team

Managing the recruitment, retention, performance and development of staff

Managing the financial elements of the organisation, including budgets, bank accounts, accounting systems etc. Seeking to maximise income and reduce expenditure in conjunction with the partners.

Managing contracts for services.

Managing the procurement of organisation equipment, supplies and services.

Coordinating the reviewing and updating of all organisation policies and procedures

Leading change and continuous improvement initiatives as well as coordinating all projects within the organisation.

Coordinating the compilation of organisation reports and the practice development plan (PDP)

Ensuring the team reach QOF targets (supported by the nursing and administrative leads)

Ensuring the organisation maintains compliance with its NHS contractual obligations.

Publishing communications for internal and external use such as an organisation newsletter on a quarterly basis

Maintaining the organisation and NHS choices websites

Liaising at external meetings as required

Marketing the practice appropriately

Supporting the working of the Patient Participation Group

Effectively managing/supporting the management of all complaints in line with current legislation and guidance

The management of the premises, including health and safety aspects such as risk assessments and mandatory training

Managing the organisation IT system, delegating staff to function as administrators.

Ensuring compliance with IT security and IG

Coordinating the organisation diary, ensuring meetings are scheduled appropriately.

**Person Specification**

**Experience**

**Essential**

* A proven track record of management and leadership in either the public or private sector.

**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

**Application Process**

Please send a CV with a covering letter to Tim.skinner@nhs.net

If you would like to have an informal chat about this role, prior to application, then please contact Tim Skinner on 01773 881140.

**Employer Details**

**Employer name**

Whitemoor Medical Centre

**Location**

Whitemoor Lane

Belper

Derbyshire

DE56 0JB