**We are recruiting for a**

**Deputy Practice Manager for the St Philips Medical Centre / Holborn Medical Centre**

**Deputy Practice Manager - Job Advert**

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| **Job Title** | Deputy Practice Manager |
| **Line Manager** | Practice Manager |
| **Accountable to** | Partners |
| **Hours per week** | 37.5 |
| **Salary** | 35,000 – 40,000 annually |

**Job summary**

St Philips Medical Centre / Holborn Medical Centre is looking for an experienced Deputy Practice Manager to join their team. This is an exciting opportunity to join a dynamic and forward-thinking practice.

**Main duties of the job**

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 Deputy Practice Manager will focus on the day-to-day running of the practice.

**About us**

We are a large Teaching/Training GP Practice in Holborn and St Philips. We are committed in delivering the best care for our patients. The successful candidate will share this commitment and demonstrate our practice values.

If you are interested, please contact;

***Nilofer Rafi***

***Assistant Practice Manager***

***Holborn Medical Centre***

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**Deputy Practice Manager job description & person specification**

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| **Primary Responsibilities** |
| The following are the core responsibilities of the Deputy 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 Deputy Practice Manager is responsible for:   1. Supporting the Practice Manager in the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities 2. Providing leadership and guidance for the reception and admin teams 3. Ensuring staff adhere to policy and procedure at all times 4. Overseeing staff to monitor compliance with health and safety legislation, providing leadership and direction 5. Overseeing staff in developing, implementing and embedding an effective practice training programme for all staff (clinical and administrative) 6. Supporting the Practice Manager with compliance registers, ensuring DBS checks are conducted 7. Managing the clinical system, ensuring IT security and IG compliance at all times 8. Responding and resolving all local IT issues where appropriate in the absence of the IT administrator 9. Overseeing group mailboxes, ensuring information is disseminated appropriately 10. Supporting management in the production and implementation an effective practice training programme for all staff (clinical and administrative) to encourage staff development 11. Supporting the team with the overall practice clinical governance framework 12. Ensure the effective use of other IT programmes 13. Coordinating and leading the compilation of practice reports and the practice development plan (PDP) 14. Developing, implementing and embedding the practice audit programme (in conjunction with the lead nurse) 15. Guiding the team to reach QOF targets (supported by the nursing and administrative leads) 16. Supporting management and partners with patient complaints and deputising for these if management or partners are absent 17. Coordinating and responding to NHS England complaints where appropriate 18. Working with Management and clinical team to organise and coordinate the annual influenza process 19. Liaising with Practice Manager in staff pay discussions and preparing staff pay letters 20. Evaluating, organising and overseeing the staff induction programme (to include IT log in details) 21. Establishing, reviewing and regularly updating Job Descriptions and Person Specifications, ensuring all staff are legally and gainfully employed 22. Supporting the Practice Manager in implementing effective systems for the resolution of disciplinary and grievance issues, maintaining an overview of staff welfare 23. Maintaining an effective overview of HR legislation 24. Leading change and continuous improvement initiatives; coordinating all projects within the practice 25. Ensuring the practice maintains compliance with its NHS contractual obligations 26. Attending external meetings as required 27. Supporting the Practice Manager with the management of the Patient Participation Group 28. Responsible for Liaising with Practice Manager to organise and prepare staff appraisal process and paperwork. 29. Assist with the recruitment of staff as requested by the practice manager 30. Ensure appropriate clinical cover and booking of locums 31. Understanding of annual Information Governance Toolkit and completing according |
| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the deputy practice manager may be requested to:   1. Deputise for the Practice Manager in their absence 2. 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 3. Support the Practice Manager in the reviewing and updating of practice policies and procedures 4. Support the Practice Manager with QI and change initiatives 5. Oversee the coordination portable appliance testing (PAT) 6. Oversee the equipment log 7. Act as the communication link between the management team and staff 8. Represent the practice locally as required 9. Maintain a working knowledge of CCG initiatives |

The person specification for this role is detailed overleaf:

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| **Person Specification – Deputy Practice Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification |  | ✓ |
| AMSPAR Qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of working in a health care setting | ✓ |  |
| Experience of leading multidisciplinary teams | ✓ |  |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures |  | ✓ |
| Experience of workforce planning | ✓ |  |
| NHS / Primary Care General Practice experience | ✓ |  |
| Relevant health and safety experience | ✓ |  |
| Experience of producing agendas and minutes for meetings | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Excellent leadership skills | ✓ |  |
| Strategic thinker | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| EMIS / Systmone / Vision user skills | ✓ |  |
| Effective time management (Planning & Organising) | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| 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 | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
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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.