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| <Insert practice logo here…> |

**JOB DESCRIPTION TEMPLATE**

1. **JOB DETAILS**

**Job Title:** Practice/Business Manager

**Reports To: *<****Senior Partner/All Partners>*

**Accountable To:** All Partners

**Location:** *<site location>*

**Hours: <***insert here*>

1. **JOB PURPOSE**

*<The Practice/Business Manager is responsible for the overall running of all aspects of the practice contributing to high quality clinical care, supporting and guiding the partners, seeking new business opportunities and developing and implementing a strategic plan for the future.>*

*<He/she is responsible for any tasks delegated within the practice team and will be expected to fulfil all duties in a professional and expedient manner at all times.>*

1. **ORGANISATION CHART**

*<Insert here if available>*

1. **ROLES AND RESPONSIBILITIES**
   1. Staff Management

* *<Arranging regular staff meetings to ensure good communications throughout the practice. Ensure that any actions are followed-up>*
* *<Ensure that rotas for the GPs, nurses and other staff are kept up-to-date and meet the needs of the practice at all times>*
* *<Work to ensure that skills mix and staffing levels are appropriate at all times to enable the practice to maintain high levels of care to patients>*
* *<Ensure that all newly appointed staff are taken through an induction programme and that they are supported in any needs they have to become fully proficient in their role>*
* *<Oversee the staff appraisal system delegating effectively where appropriate and develop training plans in response to outcomes that emerge>*
* *<Maintain a list of all training activities and training needs in the practice to ensure that staff are all adequately supported to carry out their roles>*
* *<Ensure that you have a system in place for keeping professional registrations up-to-date and any professional insurance policies>*
* *<Maintain practice policies and procedures and ensure that they are reviewed and updated on an annual basis>*
* *<Ensure that any HR issues are addressed promptly with up-to-date employment law advice followed and partners informed of any developments, this includes prompt reporting to the partners of any grievances received from staff and disciplinary/capability problems>*
  1. Patient Services
* *<Ensure that the practice is responding to the needs of the patients and running an efficient appointments system highlighting and addressing shortfalls as necessary>*
* *<Responsible for all communications with patients including the upkeep of the practice website, practice leaflet, notices in the waiting room etc., practice profile on NHS Choices website>*
* *<Act as the Practice Complaints Manager and seek to address complaints upon receipt and in all cases within the timescales outlined in the Practice Complaints Procedure. Train staff to handle complaints at the point of contact and assist partners with clinical complaints>*
* *<Monitor the practice’s patient list size alerting the partners of any trends/changes etc. on a regular basis>*
* *<Work to establish the practice as focal point in the local community forging links with other local organisations i.e. Parish/Local Council, Schools, neighbouring practices>*
* *<Ensure that patient participation remains a high priority for the practice and ensure regular support for the Patient Participation Group in its operations>*
* *<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/or develop repeat prescribing systems>*
* *<Liaise with the Care Quality Commission (CQC) where appropriate to ensure that the practice meets the requirements of the CQC and is always properly registered to provide services*
  1. Financial and Budgetary Management
* *<Perform monthly bank reconciliations to ensure that there are no anomalies in the income/outgoings of the practice bank account>*
* *<Run the practice payroll system ensuring that all staff are paid correctly according to their terms of employment and that all tax and pension contributions are accounted for appropriately under the terms of PAYE>*
* *<Work within an agreed budget reporting the practice’s cash flow position on a quarterly basis as a minimum>*
* *<Maintain a petty cash system in the practice with regular checks and safeguards in place to reduce the potential for fraudulent behaviours>*
* *<Manage partners drawings>*
* *<Prepare documentation for the annual accounts working with the practice’s nominated accountant ensuring that all returns are filed ahead of the deadlines>*
* *<Review surgery and locum insurance policies with the partners on an annual basis>*
* *<Ensure that claims are made in a timely manner and that all coding and activity relating to payments are correct>*
* *<Maximise practice profits through reduction in unnecessary costs and maximise income>*
* *<Look at generating new services/streams of income working up proposals to the partners>*
  1. Strategy and Duties to the Partnership
* *<Keep abreast of current affairs and changes to national policy and identify potential threats and opportunities>*
* *<Adapt existing services and implement new ones where necessary in response to patient needs>*
* *<Monitor and evaluate performance of the practice team; identify and manage change>*
* *<Work with the partners to ensure that the will of the partnership is reflected in the day to day operations of the practice>*
* *<Lead the partners in strategy development for the practice which will include arranging away days, team building events and regular meetings in-house>*
* *<Take responsibility for actions that emerge from partnership meetings and highlight any challenges faced and help required where necessary>*
* *<Co-ordinate the actions to take in the event of partnership changes including changes to the bank account, insurance policies, partnership agreement, notifications to the CQC etc. This list is not exhaustive>*
* *<Maintain stakeholder engagement on behalf of the partners with external parties such as NHS England, the local Clinical Commissioning Group, Local Medical Committee etc.>*
  1. Premises and Equipment
* *<Responsible for facilities management including liaising with contractors and upkeep of the building>*
* *<Maintain all equipment in a serviceable state and ensure that an equipment replacement plan is maintained in the practice>*
* *<Order new equipment as necessary and within the budgetary allowances delegated to you by the partners>*
* *<Ensure that the building is kept secure at all times and that staff are away of opening/closing procedures>*
* *<Be on-call for any out-of-hours issues affecting the premises>*
  1. Information Management & Technology
* *<Responsible for planning and maintaining information flows throughout the practices>*
* *<Liaise with the practice’s Caldicott Guardian to ensure that all data is processed> securely and that all staff are aware of the information governance responsibilities>*
* *<Ensure that all staff are aware of how to maintain confidentiality and deal with any breaches alongside the practice disciplinary procedure>*
* *<Set targets and monitoring standards for data entry and data collection>*
* *<Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place>*
* *<Liaise with the appropriate organisations regarding systems procurement, IT funding and national IT development programmes>*
* *<Assess the needs of the practice with hardware and software and negotiate with suppliers where necessary to ensure the practice’s ongoing efficiency>*
  1. Risk Management
* *<Ensure that all health and safety laws and regulations are followed and upheld in the practices>*
* *<Co-ordinate risk assessments and ensure regular reviews of them to include areas such as Display Screen Equipment, Manual Handling, Office Safety, COSHH assessments etc.>*
* *<Ensure fire safety procedures are in place and procedures to follow in the event of a fire are known by all staff and practised regularly>*
* *<Ensure gas and electricity safety checks are maintained>*
* *<Act as the practice lead in Business Continuity ensuring a robust plan is maintained and communicated to all staff. Lead in buddying arrangements with neighbouring practices/organisations to ensure continuity of the service even where temporary relocation is necessary>*
  1. 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>*

This Job Description is not exhaustive and may change at times but such changes will not take place without consultation between the post holder and the partners.