

THE BALDOCK SURGERY

Astonia House
High Street
Baldock
SG7 6BP

PRACTICE BUSINESS & FINANCE MANAGER RECRUITMENT

INFORMATION FOR CANDIDATES

May 2021

HOW TO APPLY

Making an Application:

If you feel that you have the right skills and experience for this position, we would warmly welcome your application. This is how to apply:

- Provide a copy of your CV along with a covering letter of up to two pages which specifically includes your experience in the key areas of the job (eg. financial management, facilities management, IT, health & safety, people management). Make sure that your letter is a Word document.
- Email both documents back to our Recruitment Consultant at jenny.walsh@nhs.net by **10.00am** on the closing date of **Friday, 4th June 2021**.

Please note that we will only accept electronic applications. We will let you know within two weeks of the closing date if you are to be invited for an interview.

We regret we do not provide feedback for applicants who have not been short listed.

Interviews:

If you are shortlisted, you will be invited to attend an interview during the **week commencing 14th June 2021**:

- This will be a preliminary assessment interview with the GP Partners and our Recruitment Consultant, Jenny Walsh.
- The interview will last 30 minutes and, in that time, we will ask you to make a short five-minute presentation of your career to date and your current/last role.
- We will then ask you several questions relating to your management skills and experience.

Following this initial interview:

- You may be invited to a second more comprehensive interview during the **week commencing 21st June 2021**.
- This interview will last about an hour.

Please note that if you are unable to attend either of these dates, please make this clear in your application.

PRACTICE PROFILE

Background

The Baldock Surgery is a friendly GP Practice situated in North Hertfordshire serving a patient population of circa 13,000. The surgery is located in a purpose-built health centre. The Baldock Surgery is also a long-established and very active teaching and training Practice, providing another source of income for the Practice as well as developing the next generation of GPs in the area. The Practice is also highly active in its well-functioning, friendly and supportive Primary Care Network (PCN) where the The Baldock Surgery's Senior Nurse is Co-Clinical Director.

Baldock is a popular, attractive, expanding commuter town with easy access to the A1 and is surrounded by lovely countryside and villages. It is one of the county's oldest settlements, marking the intersection of two ancient roads: Icknield Way and the Great North Road. The prehistoric Icknield Way is thought to be the oldest road in Britain, extending from Buckinghamshire to Norfolk.

Baldock is also served by a railway station on the Cambridge to London King's Cross line and is located on the outskirts of Baldock on Station Road.

The Practice is:

- Part of the East and North Herts Clinical Commissioning Group (CCG).
- One of the five GP Practices forming Icknield Primary Care Network (PCN).
- A member of the North Hertfordshire GP Federation (12PointCare).

One of the GP Partners and the Practice Business & Finance Manager attend regular CCG, Icknield PCN and GP Federation meetings.

The Practice Philosophy

The Baldock Surgery aims to provide high quality care with high levels of patient satisfaction whilst remaining a sustainable organisation.

We look to create an efficient and enjoyable workplace where employees should look forward to coming to work.

We have a longstanding commitment to training and education and, as an organisation, this has allowed us to support recruitment and retention of staff locally. We look to embrace change and use it as an opportunity for improvement to our services and working methods.

The Practice achieves high targets for QOF (Quality and Outcomes Framework) and participates in most enhanced services.

The Patients

There are currently circa 13,000 patients registered with the Practice with a stable list. The Practice list covers Baldock and its surrounding villages in this area.

The Practice is open from 8.00am - 6.30pm, Monday to Friday.

Extended hours appointments are currently offered during the week via telephone at the surgery and face-to-face at the Icknield PCN Extended Hours Hub situated in Letchworth.

Patients of the surgery are also able to access appointments in the North Herts Extended Access Service (EAS) weekday evenings, weekends and bank holidays at the Extended Access Service Hub situated in Letchworth.

NHS Choices feedback from patients about using the Practice is good, with generally high satisfaction about the clinical care patients have received.

The Practice has an active Patient Participation Group (PPG) in order to consult and engage with patients. The manager plays an active role in developing good relationships with the PPG members and ensures that the PPG meets regularly to encourage positive contributions to be made for the development of services within the Practice.

Services to Patients

In addition to general medical services, offered via a General Medical Services (GMS) Contracts the following services are provided:

- Asthma services
- Baby clinics
- Child health and immunisation services
- Contraception, including implants and coils
- Coronary Heart Disease care
- COPD care
- Diabetic clinics
- ECGs and 24-hour ECGs
- Joint injections
- Minor surgery
- Palliative care
- Phlebotomy
- Spirometry
- Travel vaccinations and advice
- Women's services, including cervical smears
- Wound dressings

The Partners

There are eight GP Partners:

- Dr Keith Cockburn – Male
- Dr George Georgiou – Male
- Dr Richard Stanley – Male
- Dr Claire Hayward – Female

- Dr Keri Withers – Female
- Dr Farrah Somani – Female
- Dr Bhavik Shah – Male
- Dr Dinesh Gurung – Male

The Partners each have areas of clinical and management interests such as staff, finance and IT. The team of Partners are enthusiastic and proactive, and committed to the future development of the Practice.

The Staff

There are currently three Salaried Doctors as well as three GP Registrars. There are five Practice Nurses.

The Practice Business & Finance Manager is supported by a Deputy Practice & Human Resource Manager (currently being recruited into this new position) and a long-standing, very experienced finance, payroll, contracts and IT Administrator. There are also twelve Receptionists, two additional Administration Staff and two Medical Secretaries.

The Premises

The premises are purpose built and leased to the Practice.

All Practice rooms are located on the ground floor.

Some on-site parking is available for patients and staff.

Care Quality Commission (CQC)

The Practice was rated “Good” in all areas following its last full Care Quality Commission inspection in February 2019. The CQC’s annual regulatory assessment of the Practice in March 2020 determined that no significant changes in the quality of services being delivered had occurred and a new inspection was not therefore required.

Financial Management

The Practice Business & Finance Manager will be responsible for the financial management of the Practice including claims for income, payment of expenses, bank reconciliations, managing the Practice bank accounts, Partner’s drawings, payroll and preparing financial data for the accountants with the assistance of the Administration Assistant.

The Practice Business & Finance Manager will provide cash flow forecasts and budgetary controls for the Partners and ensure that all income generating opportunities are developed.

Computing and Information Technology

The Practice uses the SystmOne clinical system.

There is an informative website providing on-line appointments and prescription requests:

www.baldocksurgery.co.uk. Development of the site would be the domain of the Practice Business & Finance Manager.

Partners and Staff Meetings

The GP Partners and Practice Business Manager meet regularly to discuss Practice business. Agendas of meetings, minutes and action planning for these meetings are produced by the Practice Business & Finance Manager. There are also periodic strategic meetings.

There are weekly clinical and educational meetings. The Practice Nurses have monthly meetings and other staff hold occasional team meetings. There are also occasional all-Practice social events funded by the Partners.

The Person We Are Seeking

There is a requirement for an accomplished leader with strong business management skills, particularly in finance, public relations, and IT. You will be able to work with the Partners as a group and individually to implement strategies, have demonstrable project management experience and be able to manage concurrent projects from start to finish. You will also be able to develop good working relationships with all external stakeholders.

The Partners are also seeking a new Manager with the skills and experience to review the Practice systems and efficiency of the Practice.

The Manager will:

- Work with the Partners to implement their strategies and provide financial and general management advice and support to the partnership.
- Focus on managing the Practice's workload, planning and implementing new changes, maintaining Practice income, developing individuals and teams, enhancing communications, and improving the patient experience of using the Practice.
 - It is essential that the successful candidate can work with the team of Partners, facilitating good team-working and decision-making.
 - One of the Partners will provide mentorship and support to the new Manager.

In addition to the regular support offered by the Partners, the new Manager will receive support from other local Managers via an active local Practice Managers' forum which meets regularly.

It is not essential that candidates have previous health management experience but a robust and competent approach to management is essential.

Candidates will demonstrate a willingness to learn and integrate quickly into the role. Every opportunity for training will be provided to help the person appointed develop the necessary skills and knowledge to undertake the role.

BALDOCK SURGERY

Job Description & Person Specification

Job Title	PRACTICE BUSINESS & FINANCE MANAGER
Line Manager	Identified Partner
Accountable to	The Partners
Hours per week	37.5 / to meet the needs of the service

Job Summary

- Provide leadership and management skills to enable the Practice to meet its agreed financial and business aims and objectives within an efficient, safe, enjoyable and profitable working environment.
- To manage and coordinate all aspects of Practice functions, to support the delivery of excellent patient care and patient experience within financial, HR, Health and Safety and governance frameworks.
- To constantly identify opportunities to develop the Practice for the benefit of patients, the team, the Partners and the community it serves, through knowledge, innovation and quality improvement techniques.
- Lead, motivate, develop and manage Practice staff.
- Ensure the Practice is fully compliant with its responsibilities relating to all appropriate frameworks including but not limited to equality and diversity, financial obligations, NHS GP Practice guidelines, employment law, CQC and governance requirements.
- To provide visible management and leadership for the Practice, ensuring that the Practice staff are always aware of local and national policy and service updates and opportunities, developing the role as a local leader of health and care provision within the local healthcare economy.
- To develop and maintain commercial discipline within the Practice, maximising the quality of its service, building a reputation of being an employer of choice, while sustainably growing its profitability.
- To nurture a trusting and professional working relationship with the Partners of the Practice.
- With the Partners, lead the Practice, fostering a culture of best practice, openness and transparency.
- To work collaboratively with local partners, PCNs, other organisations, CCG and colleagues.

Primary Responsibilities

The following are the core responsibilities of the Practice Business & Finance Manager. This is not intended as an exhaustive list and there may be a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels and will be dictated by service need and the needs of the business over time.

The Partners expect the Practice Business & Finance Manager to delegate tasks to be completed by the existing Practice team, developing these staff in parallel, maintaining the

expectation that the Practice Business & Finance Manager will maintain overall responsibility for quality and governance outcomes in relation to the Practice's performance.

- a. Oversee the day-to-day operations of the Practice, ensuring the right staff, policies and procedures are always in place to achieve their primary responsibilities and the Practice's strategic aims.
- b. Take a lead strategic role in business planning for the Practice and assist in the strategic planning process.
- c. Be responsible for the implementation and project management of Practice developments and new initiatives.
- d. Liaise directly with Lead Partners in relevant areas.
- e. Develop a 3-year business plan including succession planning, where necessary.

Practice Finance

- a. Manage and report on Practice finances, maximising NHS and non-NHS income and sustainably reducing expenditure.
 - b. Accurately monitor cash flow, forecast and predict workflow corresponding to income by overseeing the production of a quarterly cash flow forecast.
 - c. Review and report on all income and expenditure statements, identifying any inaccuracies and rectifying such issues.
 - d. Complete and return all claims for payments, including Enhanced Services returns in a timely fashion and by the required deadlines.
 - e. Liaise with the Deanery regarding Specialist Trainee's salary and organise payment via Practice payroll as appropriate.
 - f. Monitor service level agreement and confirm correct payments are received.
 - g. Oversee and ensure premises, contents, public and employers liability insurance is maintained at appropriate levels.
 - h. Ensure re-imburement of rent, rates, CQC fees and clinical waste collection.
 - i. Ensure that all income due to the Practice is received and recorded in the accounts, and that all debtor and creditor payments are made within stipulated deadlines.
 - j. Oversee, reconcile and manage all bank accounts and liaise with practice bankers to ensure the best terms and conditions, including savings interest.
 - k. Ensure invoices are paid within the given time frame.
 - l. Maintain an effective system for the handling of petty cash and cheques.
 - m. Ensure proper annual accounts are prepared and monitored in liaison with Practice accountants. Arrange and attend annual accountant's meetings and oversee the payment of partnership and Partners' taxation demands in January and July of each year.
 - n. Manage and oversee payroll processing and PAYE for all Practice staff.
 - o. Manage and oversee the Practice pension scheme for clinical and non-clinical staff, retaining accurate records.
- a. Ensuring liaison with PCSE for estimated pensionable earnings for GPs and also that end of year actual earnings for each doctor are submitted.
 - b. Liaising with Practice accountants to support the submission and completion of pensions for Partners and Salaried GP's.
 - c. Manage Partners' drawings.
 - d. Present financial reports at agreed intervals to the Partners in line with the finance protocol and send reports via e mail that include completed claims spreadsheet, cash

- flow forecast completed and up-to-date and showing both predicted and actual amounts and any variances explained.
- e. Understand and brief the management team on financial implications of contract and legislation changes affecting the Practice.
 - f. Be responsible for agreeing budgets for spending in the Practice, including overseeing the clinical supplies, including flu and other vaccines.
 - g. Responsible for managing additional use of rooms at the Practice, as applicable, and ensuring appropriate service charges are administered.
 - h. Oversee and ensure policies and procedures are in place to ensure the financial probity and corporate governance of the Practice, including a suitable and agreed Fraud Policy.

Practice Strategy and Performance

- a. Ensure an up to date 3-year business plan, operating plan and risk register is in place with financial forecasting, which has been agreed with Partners and forms the cash flow forecast.
- b. Agree with the Partners budgets for staffing, supplies and expenditure at the beginning of the year that should be detailed on cash flow forecast.
- c. Oversee Practice performance for capitation, enhanced services, QOF, CFF etc and manage staff resources effectively to ensure the achievement of targets.
- d. Responsible for ensuring all claims for enhanced services match with performance and ensure that QOF is submitted at the end of the year.
- e. Responsible for ensuring data quality in clinical system and report any issues to the Partners at meetings ensuring it is clearly documented.
- f. Ensure accurate regular performance reporting to the Partners, highlighting any concerns immediately which you are unable to resolve.
- g. Ensure any staff performance issues are addressed and appraisals are in line with the Practice business plan.

Managing organisational risk

- a. Develop, maintain and hold the Practice risk register, reporting risks at a level agreed by Partners to them at regular meetings as required.
- b. Work with the Partners to ensure sufficient resources are available in response to potential risks.
- c. To develop, review and maintain a business continuity plan.
- d. To ensure all areas of compliance are continuously and visibly reviewed, and that the Practice is always compliant with its obligations.
- e. To ensure that the Practice strategy is fully cognizant of the developing healthcare landscape.

Working with the Partners

- a. Develop and nurture a professional, trusting relationship with the Practice Partners.
- b. Provide effective, supportive challenge to Partners where required for the benefit of the business.
- c. Ensure meetings are arranged and time used effectively, through the provision of necessary papers, agendas and organisation.
- d. Oversee and report on the Practice action log.

- e. Attend Partner meetings as required.

Practice Communications

- a. Ensure a communication strategy is in place for the Practice (including with relevant stakeholders) that includes weekly or bi-weekly team meetings, weekly or monthly Partner meetings, quarterly all Practice meetings. Minutes of meetings should be disseminated to all staff.
- b. Ensure a good system for ensuring staff understand the business strategy of the Practice, that they have access to minutes of meetings, acknowledge policies and protocols and have all had a Practice induction that can be evidenced.
- c. Responsible for ensuring any areas of financial concern or compliance or area of risk to the business are reported immediately to the Partners in writing.
- d. Ensure the Practice website is professional and compliant with CQC and contractual guidance at all times and kept updated.
- e. Ensure any monthly, quarterly and annual reports are sent to Partners that include updates on Practice strategy, financial management, patient feedback, staff updates, Practice compliance and risks.
- f. Attend Patient meetings and participate in any other relevant meetings at the Practice.
- g. Be a visible leader on both Practice sites for patients and staff.

Human Resources

- a. Direct line management of the Deputy Practice & Human Resource Manager responsible for:
 - Overseeing the day-to-day performance management of staff in the Practices from recruitment to termination in compliance with employment law and CQC registration requirements.
 - Ensuring the right staff are in the right place at the right time to meet service need and within financial budgets.
- b. Act as third in line Manager for the Practice to undertake or chair disciplinary, capability and grievances hearings, as needed, and in liaison with the HR advisory service.
- c. Review pay and conditions of staff and advise the Partners of cost implications accordingly.
- d. Responsible for dealing with financial queries from staff at the Practice via the Deputy Practice & HR Manager.
- e. Ensure confidentiality is maintained at all times and encourage the professionalism of all staff.

Compliance

- a. Coordinate the regular review and update of all Practice policies, SOP's and procedures.
- b. Coordinate and lead on the compilation of Practice reports and the Practice development plan (PDP).
- c. Develop, implement and embed an efficient business resilience plan (BRP).
- d. Ensure compliance with both CQC and the Practice's contractual obligations.
- e. Report to the Partners any shortfalls in compliance and ensuring formal reports are in a clear written format.

- f. Ensure the teams reach QOF targets (supported by the nursing and administrative leads)
- g. Ensure compliance with IT, data protection, security and IG.
- h. Lead for ensuring timely completion and actions for significant events and safety alerts.
- i. Completion of any toolkits on behalf of the Practice including data protection toolkit and Annual GP declaration.
- j. Liaise with the Data Protection Officer to ensure that the Practice has adequate policies and processes are in place in line with both the GDPR, confidentiality and data protection laws.

Complaints and Patient Feedback

- a. Ensuring an active Patient Group either in person, virtual or both.
- b. Managing all complaints effectively and in a timely manner.
- c. Coordinating all projects undertaken within the Practice.
- d. Supporting the Deputy Practice & Human Resource Manager to ensure all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively including mandatory training.
- e. Maintaining the Practice and NHS choices websites
- f. Responsible for responding effectively to NHS choices reviews/google reviews etc within a 2-week timeframe.

Premises and Facilities

- a. Ensuring adequate insurance, checks and audits are completed including but not limited to, fire safety, legionella, asbestos, wire safety, building insurance, public liability insurance, health and safety, infection control.
- b. Managing contracts for services, eg cleaning, maintenance, gardening, window cleaning etc.
- c. Contact for any issues with Practice premises and liaising with any suppliers or contractors to rectify any problems and resolving any issues in a timely manner.
- d. Ensure equipment is serviced and stock ordered is used in strict rotation including following Practice SOP's for management of fridges and drugs and date sensitive supplies including PPE.
- e. The management of the premises, fire, maintenance, cleaning, equipment, including health and safety aspects such as risk assessments and mandatory training.
- f. Regularly check to ensure that treatment rooms, notice boards and public areas are kept clean and fit for purpose, well stocked and supplies of patient and practice information are up to date, accessible and always present the Practice in the best light.
- g. Ensure confidential information is not left in sight of patients or in hearing distance of contractors or visitors.

Quality Improvement

- a. Leading change and continuous improvement initiatives.
- b. Responsible for the Practice undertaking at least 2 quality improvement initiatives a year.

IT, Telephony and Equipment

- a. Managing the Practice asset registers, delegating staff to act as administrators.
- b. Overseeing management, security and adequacy of all IT software and equipment at the Practice.
- c. Keeping up to date with IT innovation and reporting to Partners on changes/risks.
- d. Wherever possible, use IT to streamline and automate processes for the benefit of staff and patients.
- e. Working with service provision partners and the CCG, to ensure reliable systems are in place, including regular reviewing provider contract provisions.
- f. Act as Information Governance Lead for the Practice, with clinical support from specified Partner.
- g. Maintain the Practice's website.
- h. Responsible for the issuing of SmartCards to all staff and partners. Keep information up to date and ensure all staff comply with SmartCard protocol.
- i. Ensure confidentiality policies are observed and maintained and liaise with the Caldecott Guardian where necessary.

External Stakeholders

- a. Being responsible for effective liaison with the Practices service users and the patient participation group.
- b. Liaising at external meetings as required.
- c. Responsible for responding to requests from CCG/place-based authorities, ICS and any other external stakeholders for any information and not limited to SystemOne searches and reporting.
- d. Promoting the Practice effectively.
- e. Maintain an effective working relationship with the CCG/place-based authorities and partners, PCN and local stakeholders ensuring the Practice receives a proportionate and equitable allocation of resources.
- f. Attend PCN meetings and deputise where needed for the Partners with voting.
- g. Act as the primary point of contact for finance-related matters with PCN, NHS(E), ICS, the CCG and the Practice accountants.

Secondary Responsibilities

In addition to the primary responsibilities, the Practice Business & Finance Manager may be requested to:

- a. Deputise for the Partners at internal and external meetings, as required.
- b. Act as the primary point of contact for NHS(E), CCG, community services, suppliers and other external stakeholders.

Generic Responsibilities for all staff

All staff at Baldock Surgery have a duty to conform to the following general responsibilities:

Equality, Diversity & Inclusion (ED&I)

To have a positive attitude and action towards ED&I to create an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it is morally the right thing to do, it improves operational effectiveness, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. Families can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients are expected to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly and especially in recruitment and career progression opportunities. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat patients and their colleagues in a professional manner and with dignity and respect at all times.

Safety, Health, Environment and Fire (SHEF)

The Practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. All staff have a duty to take reasonable care of health and safety at work, of their team and others are expected to cooperate with the Practice to ensure compliance with health and safety requirements. All staff must comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This Practice is committed to maintaining a highly confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service at all times.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility

for this rests with everyone working within the Practice to look for opportunities to improve quality and share good practice.

This Practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care and reduce costs.

Induction Training

New staff are required to complete a Practice induction programme. In the case of the Practice Business & Finance Manager, this will be organised by the Partners. Via the Deputy Practice & HR Manager, the Practice Business & Finance Manager will ensure all other members of the team are fully inducted and full records kept.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge and competences to perform their role to a satisfactory level. All staff will be required to undertake mandatory training as directed, as well as participating in Practice training programmes. Staff may also be permitted (subject to necessary approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working and Communication

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate, professional manner.

Service Delivery

Staff at Baldock Surgery must adhere to the information contained with Practice policies, NHS requirements and regional directives, ensuring protocols and standard operating procedures are adhered to at all times.

Security

The security of the Practice is the responsibility of all members of staff. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured. No passwords, ID cards, keys or smart should be shared with colleagues.

Professional Conduct and Uniform

At Baldock Surgery staff are required to dress appropriately for their role. Where uniforms are not provided, all staff must dress in accordance with their role and this must be presentable, demonstrate a professional image, clean and clothes are expected to be freshly laundered. PPE must be worn as appropriate to your role and all infection control measures taken as directed.

Leave

All personnel are entitled to take annual leave. Line managers will ensure all staff are afforded the opportunity to take a minimum of 20 working days leave each year, except for exceptional reasons, and will be encouraged to take all of their leave entitlement as part of the Practice's commitment to Health and Safety (pro rata for part time staff).

Smoking

The Practices comply with legislation that prohibits smoking on its premises.

Safeguarding

You are expected to undertake safeguarding training and to raise concerns with the Safeguarding Lead for the Practice.

Infection Control

You are expected to undertake infection control training, reporting any risks, or incidents in line with Practice Policies and SOP's at all times.

Policies, Procedures and SOP's

You are expected to comply with the policies and procedures in place within the Practice. A number of Standard Operating Procedures (SOP's) also apply which must be followed to keep everyone safe. These may change from time to time and you are responsible for keeping up to date with any changes. You are expected to attend staff meetings and training events to ensure you are kept up to date of changes at the Practice or in its procedures, especially where changes are the result of learning from issues that have arisen, this is to ensure we provide an environment of continuing learning and improvement. Where you have a suggestion to improve current procedures please raise this at your team meeting or as part of your one to one.

Please also refer to the Staff Handbook (non-contractual) and your contract of employment.

Other Terms

Probationary Period

There will be a six month period of mutual assessment, during which time the period of notice will be one week on either side.

Notice Period

Once the probationary period has been completed, there will be a three month period of notice on either side to terminate the employment.

Annual Leave and Study Leave

Annual leave entitlement will be six weeks plus statutory public holidays. Time off to attend relevant training courses and updates will be approved in agreement with the partners.

Hours of Work

This post is full-time with hours nominally 37.5 per week (actual working hours to be agreed). However, the post holder will be expected to work the hours needed to fulfil the needs of the Practice which might, at times, include working longer or unsociable hours.

Pension Scheme

Entrance into the NHS Pension Scheme is automatic unless the postholder selects to opt out of the Scheme. This is a contributory scheme by both employee and employer.

Salary

The starting salary will be in the region of £45,000 - £55,000 pa depending on qualifications and experience. Salaries are paid monthly in arrears. There will be an annual review of salary.

This document may be amended over time and following consultation with the post holder, to facilitate the development of the role, the Practice and the individual.

All members of staff should be prepared to accept additional duties, or surrender existing duties, to enable the efficient running of the Practice and to support change management processes to support the success of the Practice. Additional duties will not be outside your abilities, skills or experience.

Name of Staff Member:

Signed by Staff Member:

Date:

Signed by Partner:

Date:

Person Specification – Practice Business & Finance Manager		
Qualifications	Essential	Desirable
Educated to degree level		✓
High standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management and/or Commercial Qualification or equivalent	✓	
Healthcare management qualification		✓
Certificate in Practice Management		✓
Experience	Essential	Desirable
Experience of managing accounting procedures including budget and cash flow forecasting	✓	
Experience of working with the general public	✓	
Experience of working in the NHS or a health care setting		✓
Experience of writing reports and producing data/evidencing business and staffing KPI's	✓	
Experience of managing multidisciplinary teams	✓	
Experience of undertaking employee performance management, including appraisals, staff development, absence management, grievance and disciplinary procedures		✓
Experience of successfully developing and implementing projects	✓	
Experience of workforce planning, forecasting and development		✓
Primary Care /General Practice experience		✓
Recent experience in a similar management role	✓	
Experience of chairing meetings, producing agendas and minutes	✓	
Experience using coaching and mentoring techniques to develop and support staff		✓
Process improvement experience		✓
Skills	Essential	Desirable
Ability to identify, exploit and negotiate opportunities that arise to enhance and promote service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
SystemOne user skills		✓
Effective time management (planning & organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving & analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Knowledge and use of quality management and project management techniques		✓
Demonstrable evidence of organisational and service development	✓	
Knowledge		
Knowledge of NHS strategies, including those in Primary Care.	✓	
Knowledge of Primary Care Networks		✓
Knowledge of IT systems and Platforms	✓	
Knowledge of Employment Law		✓
Knowledge of Health and Safety Legislation	✓	
Personal Qualities	Essential	Desirable
Polite, approachable and confident manner	✓	

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	✓	
Commitment to personal development	✓	
Professional approach to colleagues, clients, patients & contractors	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Satisfactory Disclosure Barring Service (DBS) check	✓	
Awareness of the need to maintain confidentiality at all times	✓	
Full valid UK driving licence	✓	