**General Practice Business Manager**

Acle Medical Partnership, Norwich, Norfolk. NR13 3RA

**Salary and benefits commensurate with experience and expertise**

*Contact our Practice Manager for informal discussion with a GP Partner*

[*Victoria.docwra@nhs.net*](mailto:Victoria.docwra@nhs.net)

*Closing date Sunday 28th April 2024*

*Interviews in early May 2024*

***Summary***

We are a friendly and innovative practice with big ambition. We have a vision and a drive for developing high quality services and creating new revenue streams. Our purpose-built premises also need to grow and change. To achieve these aims we are looking for either a Business Manager/ executive with good knowledge of the health sector or an experienced Practice Manager looking to take that next step into a more strategic thinking role. You’ll be supported by a strong management team and a committed practice team.

Our team uniquely benefit from a private health care fund, paid for by the practice and above average holiday allowance.

***Setting and the opportunity of our geography***

We care for around 10,000 patients living across 100sq miles of rural towns, villages, broadlands and waterways. We are around **20 minutes from Norwich by car.** We are equidistant from two hospital trusts with excellent transport links meaning that we are well placed to offer outreach services from one or both of our practice sites**.** We hope that you will develop and lead on projects at this secondary care interface. **Infrastructure projects will also feature in the next 10 years.**

Further income streams may come from our **large dispensing business** that provides medicines to around 7000 patients - there are opportunities for technology and service development but also a need to optimise customer experience because the threat from the online pharmacy market is looming large.

***Some recent projects***

You might draw inspiration from our recent projects: in recent years our current business manager has delivered several start up income streams including an ear health/microsuction service alongside a coils and implant service which serves our PCN and beyond.

***What will it be like day to day?***

Your day-to-day role will have several themes: you’ll **oversee our finances**, supported by an accounts administrator. You will **lead our practice management team**. You are **supported by a Practice Manager**. You’ll plan weekly partnership meetings - put forward business cases for new income streams or refine and optimise current business processes. You’ll **collaborate with our 4 GP partners.**

***Mentoring, collaboration & leadership***

You might choose to mentor any number of our 50+ staff and help them aspire and grow into new roles. Staff wellbeing is important to us. We have a **healthcare package for all our staff**. We meet as a whole practice regularly. We regularly provide lunches for our staff. We invest our time and money in developing colleagues through professional qualifications. Beyond our practice setting we hope you will build relationships with other local teams through our PCN and beyond to **help us build a resilient primary care for the next decade and beyond.**

**Job Description:**

The range of roles and duties our Business Manager undertakes is wide and complex. You will oversee the administrative and financial operations of our practice. The list of responsibilities are divided into two areas, those you will do, and those you will supervise others to do:

|  |  |
| --- | --- |
| ***Those you will do:*** | |
| -Maximising finances and funding streams including oversight of our Dispensary business  -Strategic planning and delivery of projects that grow or expand services and revenue streams  -Implement cost saving measure and revenue enhancement strategies.  -Manage associated risks by identifying potential liabilities and implementing mitigation measures  -Credit control, accounts payable and financial governance  (Supported by Finance Administrator)  Financial governance includes:  -Maintaining an effective liaison with the accountant  -overseeing organisation accounts, monitoring banking-ensuring year-end figures are presented  -Briefing partners on all financial matters, including forecasting  -Managing and processing partners’ drawings, PAYE and pensions for practice staff  (much is outsourced, therefore is oversight of this).  -Ensuring the organisation has appropriate insurance cover | -Oversight of purchasing and procurement  -Premises management  -Prepare the practice for CQC inspections  -Maintaining an effective overview of and ensuring compliance with HR legislation  -Ensuring the organisation maintains compliance with its NHS contractual obligations  -Coordinating review and update of all organization policies and procedures |
| ***Supervising others to do:*** | |
| Day to day running of the Practice  Management of staff including appraisals and grievance-  (Includes all non- clinical staff, and some clinical staff)  HR and payroll  Patient liaison and communication.  Appointments systems management  PPG meeting management  PCN management | QoF achievement  Quarterly returns  Coordinating the reviewing and updating of all organisation policies and procedures  Compliance and quality assurance – including preparing CQC submissions.  Safeguarding administration  Document processing, IT and data security |

|  |  |  |
| --- | --- | --- |
| **Person specification – General Practice Business Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to degree level in healthcare or business |  | \* |
| Good standard of education with excellent literacy and numeracy skills | \* |  |
| Strong financial acumen and experience with budgeting, financial analysis & revenue cycle management | \* |  |
| Leadership and/or management qualification | \* |  |
| AMSPAR qualification |  | \* |
|  |  |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | \* |  |
| Experience of managing accounting procedures including budget and cash flow forecasting | \* |  |
| Experience of working in the health sector |  | \* |
| Experience of managing large multidisciplinary teams | \* |  |
| Experience of performance management including appraisal writing, staff development and disciplinary procedures | \* |  |
| Experience of successfully developing and implementing projects | \* |  |
| Experience of workforce planning, forecasting and development | \* |  |
| NHS/primary care general practice experience | \* |  |
| Relevant health and safety experience |  | \* |
|  |  |  |
| **Skills** | **Essential** | **Desirable** |
| Ability to exploit and negotiate opportunities to enhance 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 | \* |  |
| EMIS/SystmOne/Vision user skills |  | \* |
| Effective time management (planning and organising) | \* |  |
| Ability to network and build relationships | \* |  |
| Proven problem solving and analytical skills | \* |  |
| Ability to develop, implement and embed policy and procedure | \* |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | \* |  |
|  |  |  |
| **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 | \* |  |
|  |  |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | \* |  |
| Disclosure Barring Service (DBS) check | \* |  |
| Always maintain confidentiality | \* |  |
| Full UK driving license | \* |  |

We are an equal opportunities employer. You must have a clear DBS check. You must have a right to work in the UK at the point of application.

***Closing date Sunday 28th April 2024***

***Interviews in early May 2024***