

## **THE BOVEY TRACEY AND CHUDLEIGH PRACTICE**

### **JOB DESCRIPTION**

#### **Job Details:**

**Name:**

**Job Title:** Deputy Practice Manager

**Base:** Riverside Surgery, Bovey Tracey and  
Tower House Surgery, Chudleigh.

#### **Job Purpose:**

- The purpose of the role is to ensure the practice delivers a safe, effective, caring and responsive service to our patients by supporting the Practice Manager in the effective administration and operational management of the Bovey Tracey and Chudleigh Practice.
- To ensure practice premises are maintained in a good state of repair and the practice is compliant with all health and safety regulations and all other statutory requirements.
- To promote good communication and team work throughout the practice team and with those organisations we work collaboratively with.
- To deputise for the Practice Manager in their absence.

#### **Organisation:**

**Reports to:** Partners  
**Responsible to:** Practice Manager

#### **General:**

- To work with all members of the senior management team to ensure the smooth and efficient running of the reception, administration, and clinical services to deliver of a high standard of service to patients.

#### **Management:**

##### **Human Resources**

- To provide leadership and management of the non-clinical practice team.
- To monitor staff performance, identify training needs and co-ordinate training and appraisals, ensure all mandatory training is up to date
- To facilitate good communication between all members of the team

- To promote team building, teamwork and cooperation
- To ensure team is aware of practice goals/objectives and understand their role in achieving them
- To be aware of employment legislation and ensure all employment policies and procedures are up to date
- To review the needs of the practice and ensure appropriate skill mix
- To recruit new administrative staff and issue job descriptions and employment contracts.
- To manage staff welfare, including sickness and absence monitoring.
- To manage disciplinary and grievance procedures
- To ensure all staff receive comprehensive induction, including students and volunteers.

#### **Patient Services**

- To ensure effective systems are in place for the smooth day to day running of the practice.
- To monitor practice systems to ensure optimal delivery of patient services.
- To develop and apply practice policies, standards and guidance.
- To liaise with the Primary Care Manager with any complaints, feedback or breakdown in service.
- To be the point of contact for all Freedom of Information enquiries

#### **NHS and statutory obligations:**

- To ensure the practice meets the standards necessary for ongoing registration with the Care Quality Commission
- To ensure the practice meets statutory obligations regarding health, safety and risk management and take a lead role in the development and adherence to practice risk management procedures and protocols
- To keep up to date with NHS developments
- To lead on all confidentiality issues relating to data and data sharing enabling patients to opt in or opt out of data sharing

#### **Premises, equipment and supplies:**

- To ensure that the building is well maintained, is compliant with all legislation and meets the needs of patients, tenants and staff.

- To ensure all maintenance contracts are up-to-date and reviewed annually.
- To ensure that staff and building occupants are aware of security and fire procedures and these are correctly followed.
- To oversee the provision of cleaning and facilities and service management and ensure all contracts are up to date and reviewed annually
- To oversee the ordering of supplies and equipment
- To oversee room bookings
- To act as first line of response for all premises issues.

#### **Information Technology:**

- To manage and lead on IT and have overall responsibility for effective IT and telecoms systems within the practice.
- To identify developments which would be of benefit and make recommendations to the Primary Care Manager.
- To be the practice nominated information officer ensuring procedures meet the requirements of the Data Protection Act and the General Data Protection Regulations and maintain appropriate practice registration.

#### **Financial management:**

To provide cover for and support the Finance Manager as required, with the following tasks:

- Manage practice budgets and seek to maximise income.
- Understand and report on the financial implications of contract and legislation changes.
- Manage practice accounts; submit year-end figures promptly, liaise with the practice accountant.
- Monitor cash-flow, prepare forecasts and reports to the partners when required.
- Manage and reconcile bank accounts; negotiate/liaise with the practice bankers.
- Monitor and reconcile income and expenditure statements and purchase/sales ledger transactions.
- Monitor PAYE, payroll and pensions for practice staff and maintain appropriate records.

- Manage contributions to the practice pension scheme(s) and maintain appropriate records.
- Manage appropriate systems for handling and recording of incoming cash, cheques and petty cash.
- Negotiate, obtain and implement appropriate insurances for the Practice, ensuring best value and handling any claims that may arise.

#### **Personal/professional development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

#### **Quality:**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

#### **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 recognises 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

**Confidentiality:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

- Demonstrate due regard for safeguarding and promoting the welfare of children.

**Contribution to the implementation of services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

**Note:**

This Job Description forms part of the Contract of Employment. Duties may be altered from time to time following discussion, and taking into account the developing and changing needs of the practice, and the individual development needs of the postholder.

**I CONFIRM THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE JOB DESCRIPTION DETAIL LISTED ABOVE.**

Postholder: .....

Date: .....

Primary Care Manager: .....

Date: .....

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## Person Specification

	Essential	Desirable
<b>Academic/ Vocational Qualifications</b>	Educated to degree level or evidence of working to similar level Demonstrable commitment to professional development	Recognised Management Qualification
<b>Experience in</b>	Leadership and people management in a similar sized organisation  Customer service and dealing with the public/patients  Staff recruitment, training and appraisal  Health and safety legislation  Managing premises maintenance  Autonomous working	Primary Care  Healthcare management
<b>Knowledge/ Skills</b>	Skilled in Microsoft Office software  Ability to apply a 'solution focused' approach to problem solving  Excellent communication skills, verbal and written  Ability to negotiate, influence and manage conflict/disputes  Time management and ability to delegate	Competence in use of clinical software packages
<b>Qualities/ Attributes</b>	Innovative and resourceful  Loyal, honest and ethical  Sense of humour  Able to work independently	Ability to deal with external organisations at a management level
<b>Other</b>	Full UK driving licence  Willing to work flexibly as needed  Good sickness record	Non-smoker  Smart appearance

## **Principal Contract Terms**

Annual Salary from £29,328 per annum wte, depending on experience.

This salary will be based on an expected working week of 37.5 hours.

Annual leave entitlement will be twenty five days per annum plus all statutory bank holidays.

There will be the opportunity to join the NHS Pension Scheme.

There will be a mutual assessment period of six months with regular reviews during this time.