**Bishop’s Road Medical Centre**

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

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| **Job Title** | Deputy Practice Manager |
| **Line Manager** | Practice Manager |
| **Accountable to** | Practice Manager & GP partners |
| **Hours per week** | 30 |

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| **Job Summary** |
| 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 operability of the practice, championing ED&I, SHEF, Quality & CI, Confidentiality, Collaborative Working, Service Delivery, Learning and Development and promoting a positive working environment. |

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| **Generic Responsibilities** |
| All staff at Bishop’s Road Medical Centre have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, 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. They 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 have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. 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 you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to 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 an outstanding 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.  **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.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the practice manager, as well as participating in the practice training programme. Staff will also be permitted (subject to 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**  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 manner.  **Service Delivery**  Staff at Bishop’s Road Medical Centre must adhere to the information contained with practice policies ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. 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.  **Professional Conduct**  At Bishop’s Road Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take leave each year, and should be encouraged to take all of their leave entitlement. |

The primary and secondary responsibilities for this role are detailed overleaf.

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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 following staff: [Reception Supervisor, Administrators, Receptionists, HCAs and Practice Nurses], 3. Ensuring staff adhere to policy and procedure at all times 4. Monitoring compliance with health and safety legislation, providing leadership and direction for staff 5. Developing, implementing and embedding an effective practice training programme for all staff (clinical and administrative) liaising with external agencies when necessary and maintaining a training record 6. Manage compliance registers, supporting the practice manager. 7. Managing the clinical system, ensuring IT security and IG compliance at all times 8. Responding and resolving all local IT issues where appropriate 9. Guiding staff and developing searches and audits on the clinical system 10. Reviewing and updating clinical templates ensuring they relate to current practice 11. Monitor group mailboxes, ensuring information is disseminated appropriately 12. Ensuring the clinical session structure is effective, meets the needs of the patients and clinicians have access to suitable rooms 13. Producing and implementing an effective practice training programme for all staff (clinical and administrative) liaising with external agencies when necessary 14. Supporting the overall practice clinical governance framework, submitting reports for OQF, enhanced services and other reporting requirements using Open Exeter etc. 15. Ensure the effective use of Docman and other IT programmes 16. Monitoring and disseminating information on safety alerts and other pertinent information 17. Support the management team in the compilation of practice reports 18. Maintaining the significant event database, providing advice to staff and briefing the team at meetings as required 19. Identifying trends and devising solutions to reduce risk and repeated occurrences of significant events 20. Developing, implementing and embedding the practice audit programme (in conjunction with the lead nurse) 21. Guiding the team to reach QOF targets (supported by the nursing and administrative leads) 22. Briefing clinicians on performance levels, advising actions to ensure high achievement across all QOF areas 23. Effectively managing DNAs, referred repeat offenders to the Practice Manager where appropriate 24. Support the health promotion lead and display promotional material on the allocated noticed boards and in the waiting room |
| **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 UHB community services, suppliers and other external stakeholders in the absence of the practice manager 3. Assist with the recruitment of staff as requested by the practice manager 4. Support the practice manager in the reviewing and updating of practice policies and procedures 5. Support the practice manager with CI and change initiatives 6. Act as the building manager, dealing with defects, maintenance and all other associated tasks 7. Coordinate portable appliance testing (PAT) 8. Maintain an equipment log 9. Manage asset registers as directed by the practice manager 10. Coordinate all staff absences, maintaining an effective absence register & efficient staffing levels 11. Act as the communication link between the management team and staff 12. Represent the practice locally as required 13. Support the Practice Manager with all Patient Participation Group related matters |

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 / Viision 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 | ✓ |  |
| Able to work full times | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |

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.