



Job Title – Deputy Practice Manager

Responsible to – Practice Manager

You will be an integral, reliable and trustworthy member of the senior management team at Horfield Health Centre. You will manage the day-to-day operational function of the practice. You will deputise in the absence of the Practice Manager, and be the line manager of the Reception and Administration Teams. You will have an interesting and varied role covering many aspects of practice management.

Outline of duties:

- Practice and staff leadership
 - ◇ Day-to-day operational queries from the practice
 - ◇ Staff absence
 - ◇ Contingency and resilience planning
- HR lead for the practice
 - ◇ Oversight of recruitment decisions (passing to Phoenix PCN HR Officer to action)
 - ◇ Handling staff disputes/grievances/disciplinary investigations and hearings (with admin support from Phoenix PCN HR Officer)
 - ◇ Keeping up to date with HR law/best practice and implementing
 - ◇ In conjunction with Gloucester Road Medical Centre and Phoenix PCN management staff, and with the support of our external lawyers, completing annual reviews of staff handbook and contract documentation.
 - ◇ Reviewing sickness absence rates and annual leave use reports, and actioning where required
 - ◇ Primary contact for external HR advisers/lawyers
 - ◇ Review and update internal HR processes/procedures where necessary
- Management of staff budget for the Reception and Administration/Secretarial teams
- Line management of Reception/Patient Co-ordinator Team Leaders (x2ppl)
 - ◇ Support Patient Co-ordinator Team Leaders to line manage Patient Co-ordinators (c.x12ppl)
- Line management of the Administration/Secretarial Team Leaders (x2ppl)
 - ◇ Support Administration/Secretarial Team Leaders to line manage admin/secretarial team (x9ppl)
- Core GP contract compliance (i.e. ensuring that we abide by basic provisions of PMS contract)
- Oversight (but no day-to-day setting up) of
 - ◇ Continuing service improvement of all Reception/Patient Co-ordinator work processes (Patient Co-ordinator Team Leaders)
 - ◇ Continuing service improvement of all Administration/Secretarial work processes (Administration/Secretarial Team Leaders)
- Attending Practice Executive meetings, and taking a full part in the decision-making processes
- Deputise for the Practice Manager when required

This list is not exhaustive and may develop over time with approval and guidance from the Practice Manager and the partnership.

Person Specification:

- An enthusiastic and ambitious manager seeking a career development opportunity within a supportive team, with at least 3 years substantive general practice experience at a senior manager level.
- A capable decision-maker, comfortable with making decisions without 100% certainty.
- Ability to work on own initiative, self-motivated and tenacious with a 'can-do' attitude.
- Experience of managing and developing people and successfully delivering change.
- Experience of and confidence applying up-to-date HR procedures and employment law.
- Wanting to be part of a team that promotes and delivers high quality patient services.
- An organised approach to work with the ability to plan, prioritise and balance often conflicting demands.
- Strong inter-personal and communication skills.
- Keen to learn and committed to own personal development.
- A good understanding of data protection legislation and best practice, with an ability to maintain complete confidentiality of all work-related matters.
- Working knowledge of commonly used IT systems and software.
- Formal qualifications are not required, though training in management, human resources, customer service, people management or marketing could be helpful. IGPM accreditation would be considered very favourably.
- Able to work flexibly and within the management team – person fit with existing colleagues will be vital.

Organisational progression – The practice is committed to staff training and continuous professional development. The successful applicant will be prepared to attend training sessions and to put the learning into practice.

TERMS AND CONDITIONS

SALARY:

In the region of £20-£23 per hour, depending upon experience.

HOURS:

37.5 hours per week across 5 days

This will generally equate to 5 x 7.5 hours per day, usually between 8.00am – 6.30pm, with precise working hours to be agreed. There will be a need to work occasional evenings until 8pm and occasional Saturday working to help the practice fulfil its enhanced access obligations. This may be subject to change in light of future business needs.

ANNUAL LEAVE:

On appointment 35 days WTE (including statutory holidays), rising to 37 days after 5 years continuous service.

PENSION SCHEME:

Staff are eligible to join the NHS Pension Scheme.

REVIEW:

This role has evolved over time in accordance with the needs and requirements of the business, and we anticipate this will continue. In particular, we are keen to utilise the skills and experience of all staff members.

Amended November 2024

- The closing date for applications is 06.12.2024; and interviews will take place between 11 and 13.12.2024. Virtual interviewing will be an option.
- Applications are by CV and covering letter addressed to me at the practice. Informal visits are available if candidates require.
- Candidates are requested to include a detailed covering letter to demonstrate how they satisfy the required expertise and experience if that is not clear from their CV.