



Job Title – Rota and Resources Manager

Responsible to – Practice Manager

You will be an integral, reliable and trustworthy member of the management team at Horfield Health Centre. You will manage the staff resource function of the practice, taking overall responsibility for the staff rotas of all practice teams. You will also lead on ensuring that the practice has adequate resources available at all times to be able to deliver an excellent patient service. You will be supported by the wider practice and PCN management teams

Outline of duties:

- Rota management and advance planning of staff levels for the 5 practice teams (GPs, Treatment Room, Reception, Administration/Secretarial and Management).
- Ensuring staff rotas are up on the system a suitable time in advance, to allow good patient and staff management.
- Managing and refining appointment book structures for clinical teams. Working with project teams to ensure maximum utilisation and effectiveness.
- Agreeing all staff annual leave requests, in accordance with agreed guidelines.
- Actioning all agreed staff working hours/session changes from a rota/resourcing perspective
- Enhanced services and public health services lead (i.e. ensuring that relevant clinical leads are complying with service specifications, that necessary reporting is completed punctually, and that all claims' mechanisms are completed on time).
- Patient Complaints manager.
- Policies and procedures management (i.e. oversight of all existing policies and procedures to ensure all are up to date and amended on a regular basis, reviewing need for all existing policies and procedures, and determining what additional policies/procedures are required)
- Administration lead for QOF/IIF (working in conjunction with QOF/IIF lead partners, and QOF/IIF data leads to ensure suitable and adequate administration resources are applied to ensure maximum QOF/IIF achievement).

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 resilient manager seeking a key role within a successful and ambitious practice, ideally with some general practice experience albeit not necessarily at a management 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.
- 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.
- A good understanding of data protection legislation and best practice, with an ability to maintain complete confidentiality of all work-related matters.

- Keen to learn and committed to own personal development.
- 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:

£18 per hour, subject to experience.

HOURS:

30 hours per week across 4-5 days

This will usually be based on 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 is a new role for the practice, but like all other roles it will continue to evolve over time in accordance with the needs and requirements of the business. In particular, we are keen to utilise the skills and experience of all staff members.

Amended November 2024