

HAREWOOD MEDICAL PRACTICE

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JOB DESCRIPTION - BUSINESS OPERATIONS MANAGER

Job Purpose:

Reporting to the Managing Partner, the primary role of the Business Operations Manager is to ensure the smooth day to day running of the Practice, including the management of the Co-ordination and Administration teams.

Key Responsibilities:

- To support the Managing Partner in the operational management and strategic development of the Practice.
- To provide effective leadership and direction for the day to day running of the Practice.
- To provide line management for two Team Leaders and the wider Administration and Co-ordination teams within the Practice.

Detailed Job Description:

1. Ensure the smooth operational running of the Practice, supporting both clinical and non-clinical staff in meeting patient needs;
2. Lead and champion the transition into the newly developed Service Delivery Model for the Practice;
3. Manage the Co-ordination and Administration teams;
4. Identify and implement operational efficiencies and improvements across the Practice;
5. Promote and build a team environment capable of providing high quality administrative services to clinical colleagues and patients;
6. Overseeing staff rotas for the Reception and Administration team, ensuring adequate cover is in place at all times;
7. Managing and maintaining clinical rotas within the Practice's clinical system to maintain capacity and safely meet patient demand and the Practice's contractual obligations including cancer screening and vaccination and immunisation programme targets;
8. Maintain oversight of the Practice's clinical system including highlighting to senior colleagues any material workflow backlogs that may impact on patient safety;
9. Ensure that the Practice procedures for locking down the Practice rooms are followed at the end of each day;
10. Oversee liaison with facilities management contractors with regards to the Practice's occupation of the building;

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11. Oversee liaison with the Practice's IT provider in the provision and maintenance of stable IT facilities;
12. Oversee health and safety regulatory requirements ensuring compliance throughout the Practice;
13. To conduct staff annual appraisals and organise appropriate training to meet individual and Practice needs;
14. Develop and maintain Practice Protocols and Procedures and ensure they are adhered to and followed consistently by Co-ordination and Administration staff;
15. To provide a first point of contact with patients aggrieved or wishing to complain ensuring enquires/complaints are dealt with/investigated in the appropriate manner following the Practice Complaints Procedure;
16. Deputise for the Managing Partner in their absence.
17. In addition to the above you may be asked to undertake other reasonable tasks at the request of the Managing Partner, but the above is a general guide to the duties involved in the post.

Key Skills and Person Specification:

The ideal candidate should:

- Be educated to degree level, or equivalent
- Have senior management experience, ideally in more than one organisation
- Have managed multi-disciplinary teams
- Have experience of, or the capacity to, manage upwards
- Demonstrate leadership ability
- Have good financial and commercial acumen to maximise efficiencies and revenues for the Practice
- Have, or be able to gain, a thorough understanding of the workings of the NHS, and the specific culture of general practice
- Be able to understand, and disseminate the regulatory requirements of the NHS and other government departments with regards to general practice and primary care
- Have a general understanding of employment law, health and safety legislation, and information governance and be able to deal with external third parties where necessary.
- Have experience of HR management, including performance management, conducting appraisals and dealing with disciplinary issues
- Be computer literate, and be able to learn new systems
- Be well organised and able to prioritise workloads
- Be capable of chairing meetings effectively, and implementing decisions reached
- Have the diplomatic skills to reconcile sometimes conflicting demands within the practice team, and with outside organisations
- Be able to balance the sometimes conflicting needs of patients and practice members
- Be confident and diplomatic when dealing with conflict
- Display good time management skills
- Have the skills, experience, energy and commitment to manage the practice at a time of enormous change
- Have pleasant and good humoured manner

Location: The postholder will be primarily based at Harewood Medical Practice but may be required to work at Leyburn Medical Practice from time to time.

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Hours of Work: 37 ½ hours per week, Monday to Friday (Harewood Medical Practice is open from 8:00am to 6:00pm Monday to Friday excluding bank and other public holidays)

Rate of Pay: Equivalent to Agenda for Change mid Band 7 (£40,000 per annum). The post qualifies for the NHS Pension Scheme.

Holidays: In addition to statutory, bank and other public holidays, 30 days paid annual leave will be given pro rata.

WORKING ENVIRONMENT

Health and safety considerations must be adhered to as follows:

- Maintaining a thorough understanding of health and safety protocol for oneself and others;
- Using security systems within the Practice as instructed;
- Understanding and utilising appropriate infection control procedures, maintaining hygiene in work areas and keeping the premises free from hazards;
- Immediate reporting of potential risks as identified.

CONFIDENTIALITY AND DIVERSITY

- In the undertaking of the duties outlined above the post-holder may have access to sensitive information relating to patients, carers and Practice staff. This must be kept strictly confidential at all times.
- Patients seeking information from the Practice do so in confidence and as such have the right to expect that staff will respect their privacy and act appropriately.
- Practice policies and procedures relating the protection of personal and sensitive data must be adhered to at all times and only divulged to authorised persons.
- The post-holder will support the equality, diversity and rights of patients in a manner that is consistent with Practice policies and legislation.
- The privacy, dignity and beliefs of patients, carers and colleagues must be respected.
- The post-holder should behave in a manner which is welcoming, non-judgmental and respectful of the circumstances and rights of all visitors to the Practice.

TRAINING AND DEVELOPMENT

The post-holder will participate in any training programme deemed appropriate by the Partners, which may include:

- An annual individual performance review, to include the contribution a record of own personal and professional development and discussing targets for the future.
- Taking responsibility for own development, learning and performance and demonstrating skills to other members of staff when required.
- Attending any external training course thought appropriate to the role.

MAINTAINING QUALITY

The post-holder will strive to:

- Effectively prioritise own time and workload.
- Alert colleagues to issues of quality and risk.
- Assess own performance and take accountability for own actions.
- Contribute to the effectiveness of the team by making suggestions for areas of improvement.
- Work constructively with individuals in other healthcare organisations to meet patients needs
- Communicate problems effectively with other team members and work together towards a solution.
- Participate in audit when required.

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