**Job Description & Person Specification**

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| Position: | Interim Practice Manager | Division: | Primary Care |
| Location: | Heron GP Practice, Leicester | Reporting to: | Deputy Operations Manager  |

Purpose of the Role

As Practice Manager, you will play a pivotal role in ensuring the effective day-to-day management of the practice. You will be responsible for driving operational efficiency, ensuring compliance with NHS regulations, and working closely with clinical and nonclinical staff. You will also be the key liaison within our DHU practices, supporting collaborative initiatives and managing frameworks such as QOF and IIF to maximise funding and maintain excellent standards of care. The post-holder will be able to lead on a day-to-day basis and propose resolutions for any problems if and when they arise.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire to support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

Practice Operations

* Oversee the smooth, efficient, and safe running of the practice ensuring there are effective written procedures in place.
* Implement and monitor clinical and administrative rota’s identifying potential problems including efficient use of time.
* Working in collaboration with other DHU primary care and corporate teams to implement and maintain systems and processes that enhance service delivery and patient experience
* Manage premises, including IT systems, liaising with the DHU Estates and procurement team to manage suppliers and contracts
* Ensure robust business continuity and disaster recovery plans
* Monitor equipment and report operating problems, and manage maintenance schedules

Team Leadership & HR

* Line-manage all administrative and support staff, fostering a culture of accountability and teamwork
* Working alongside DHU Talent and Acquisition colleagues and Primary Care senior leaders to recruitment, onboard, train, appraise, and manage staff wellbeing
* Support the induction of new colleagues, including GP locums
* Monitor mandatory training and ensure a high level of compliance through training plans, reminder and escalation where rates are below trajectory
* Working alongside the clinical leads, ensure that absence management is in place and effective
* Ensure up-to-date HR policies and legal compliance.

Finance & Budgeting

* Working alongside DHU finance team and senior managers, to monitor budgets
* Monitor and submit NHS claims, including QOF, Enhanced Services, and other funding streams

Compliance & Governance

* Maintain regulatory compliance with CQC standards, GDPR, Health & Safety, and safeguarding requirements
* Lead on risk assessments, policies, and incident reporting
* Ensure medical records management and coding integrity including registrations process, summarizing and DSARs
* Manage the local PPG meetings
* Ensure that patient feedback (complaints, concerns, compliments and feedback) is managed effectively and monitored and is used to create service improvements

Strategic Development

* Support the delivery of DHUs long-term plan and Primary Care’s business strategy
* Provide performance metrics for review and monitoring at the Senior Leadership meetings
* Champion digital transformation and service innovation

PCN & External Liaison

* Alongside the Clinical Lead, act as a contact for the Primary Care Network, attending PCN meetings where required
* Coordinate the delivery of PCN initiatives (e.g., ARRS roles, shared clinics, care navigation)
* Ensure accurate reporting and timely submission of PCN-related data and performance returns

QOF & Claims Management

* Working alongside the Head of Primary Care, provide accurate and timely completion of QOF targets and submissions
* Work with clinicians and admin staff to maintain coding accuracy and exception reporting
* Identify and implement strategies to optimise QOF achievement and maximise income
* Optimise and monitor Enhanced Services and other commissioned activity for performance and claims.

**Values, behaviors and principles**

We are always:

* **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
* **Accomplished** – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* **Respectful** – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
* **Encouraging** – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Person Specification

The job holder will have;

Essential

* Significant experience in a similar senior management role within a GP surgery or health care setting
* In-depth understanding of NHS structures, primary care operations, and PCNs
* Strong knowledge of QOF and NHS contract requirements
* Excellent interpersonal, communication, and leadership skills
* Financial acumen with proven experience in budgeting, and claims management
* Proficient in clinical systems, Microsoft Office, and practice management software
* Excellent time management
* Experience managing CQC inspections and leading quality improvement projects
* Familiarity with ARRS roles, IIF targets, and other NHS initiatives

Desirable

* AMSPAR, ILM, or equivalent leadership/management qualification.

Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

At DHU Healthcare, we take pride in reflecting the rich diversity of our communities and fostering an environment where every person is valued, respected, and empowered to bring their authentic selves to work, free from discrimination or bias. To read more about our Equity, Diversity, Inclusion & Belonging pledge and see the progress we have made, please [click here](https://dhuhealthcare.com/about-us/equality-diversity-and-inclusion)

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description. ***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  |