**Job Description for Assistant Practice Manager**

**Job Summary**

The Assistant Practice Manager will be responsible for certain management aspects of the practice under the direction of the practice manager and partners. Acting as central point of contact for the practice team and for providing effective supervision and leadership, you will have responsibilities to ensure the quality delivery of day-to-day non-medical services delivered by the practice. You will have key areas of work delegated to you and will have the authority to devise and implement protocols, systems and procedures.

You will manage and coordinate various aspects of practice functionality, motivating and managing staff, patient services, premises and health and safety management. Through innovative ways of working, support the practice manager leading the team in promoting Equality Diversity & Inclusion, Health & Safety, Quality & Continuous Improvement, Confidentiality, Collaborative Working, Service Delivery, Learning and Development and ensuring the practice complies with CQC regulations.

Key working relationships will include, practice manager, GP partners, salaried and locum GPs, practice nurses and healthcare assistants, team leaders, administration and patient services staff, associated professionals, other GP practices, CCG, NHSE, federation, primary care network.

You will be required to be flexible enough to start work at 8.00 am and on certain days finish at 6.00 pm. There may be occasions when there is a requirement to work evenings and Saturdays mornings to assist with service provisions.

**Primary Key Responsibilities**

The following are the core responsibilities of the assistant manager. There may be a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

**Team Leading / Supervisory**

* Management of the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities effectively and in a timely manner.
* Day-to-day direct line management of the following staff: patient services supervisor, nursing team (for non-clinical matters), and all administrative and secretarial teams. Providing support and motivation, developing their skills and confidence to fulfil their potential whilst continuously improving the service they provide to patients.
* Maintaining an effective overview of HR legislation.
* Assist with recruitment and selection of employed staff.
* Assist with preparing staff contracts recommending and making changes as required.
* Maintain, develop and run the practice new staff induction procedures including IT training and compliance.
* Establishing, reviewing and regularly updating job descriptions and person specifications, ensuring all staff are legally and gainfully employed.
* Conduct Training Needs Analysis for all employed staff. Ensuring all have the appropriate level of training to enable them to carry out their individual roles and responsibilities, including information governance and co-ordinate training and identifying suitable courses.
* Developing, implementing and undertaking an effective staff appraisal process. Ensuring all staff in the team are appraised annually and have a personal development plan which must be followed up.
* Undertake regular one to one meetings with teams to review their development objectives, performance and any other work based issues.
* Lead and participate in, regular team leader and staff meetings, setting agendas, chairing and taking minutes where necessary. Follow-up any matters arising.
* Implementing effective systems for the resolution of disciplinary and grievance issues, maintaining an overview of staff welfare and undertaking regular staff reviews.
* Co-ordinate and contribute to the agenda for Practice Learning Time (afternoon closure)
* Oversee authorisation and administration of the staff annual and other leave organising in line with agreed policy.
* Supervise doctor and staff duty and holiday rotas so as to maintain the efficient running of the practice, book locums when required.
* Ensure monthly overtime claims are received on time and are authorised.
* Assist the practice manager and partners with planning and implementation of any necessary staff changes.
* Be fully conversant with practice procedures and developments and ensure that team are kept fully updated.
* Support and mentor the team with implementing changes to procedures and protocols to improve the patient experience and in-house systems.
* Cover deputised responsibilities on behalf of the practice manager.

**Surgery Management**

* Organise the efficient day to day running of the practice e.g. surgeries/clinics of all staff and doctors, appointments, rotas/leave, staffing levels/hours, locum cover (as agreed with the partners), mail distribution etc.
* Complete and return out of hours marginal duty doctor rotas monthly.
* Co-ordinate rotas for providing extended hours and improved access, ensuring requirements of the specifications are fulfilled.
* Co-ordinate rotas for practice share of Covid19 vaccination programme and local Covid19 hub.
* Assist with the co-ordination and implementation of various NHS programmes and campaigns including, seasonal flu vaccination programmes. JD/Person Specification – Assistant Manager – February 2021
* Circulate all information necessary to ensure the proper running of the practice for the benefit of doctors, staff and patients and assist in updating the practice website. Organise and administer filing / storage of such information.
* Circulate patient, medical and H&S alerts and ensure any necessary actions are taken.
* Co-ordinate and contribute to the agendas for certain practice meetings, take minutes and implement actions as required.
* Maintain, develop and run the Practice ‘in–house’ complaints system including documenting and reporting significant events or near misses. Ensuring complaints are dealt with in a timely manner.
* Act upon patient feedback/suggestions as required.
* Be actively involved in establishing and running a Patient Participation Group within the practice
* Be responsible for managing change of doctor requests from patients.
* To maintain knowledge and assist the practice manager to ensure the practice maintains compliance with its NHS contractual obligations.
* To maintain knowledge of employment law and assist the practice manager in updating policies and procedures as required.
* To maintain knowledge of the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA 2018) and assist with the implementation of all associated requirements, confidentiality systems and processes in the practice.
* Assist the practice manager and registered manager with ensuring compliance with CQC regulations and standards.
* Liaise with cleaning provider to ensure compliance with CQC and any issues are resolved in a timely manner. Arrange and participate in monthly cleaning audits.
* Assist with updating, developing, implementing and embedding an efficient business contingency plan
* Assist with leading change and continuous improvement initiatives, coordinating projects within the practice.
* Adopting a strategic approach to the management of patient services matters.
* Developing, implementing and embedding an effective communication strategy (internal and external)
* The management of the premises, including health and safety aspects such as risk assessments and mandatory training.
* Oversee and ensure the proper management of non-medical enquiries, seeking help where required.

**Information & Management Technology**

* Oversee the repeat prescribing system
* Supervise / coordinate and undertake computer searches and reports as required
* Carry out monthly searches for diabetic retinopathy and ensure data is processed and submitted to the provider.
* Assist with the management of any immediate day-to-day matters pertaining to the practice IT system.
* Assist with setting up new users and amending access for existing users on the practice computer network and NHS smart cards.
* Assist practice manager with updating the practice website; liaise with website provider to resolve any issues.

**Health & Safety**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

* Using personal security systems within the workplace according to practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* To ensure the health and safety of staff, patients and visitors is maintained
* Assist with carrying out regular risk assessments for fire safety
* To ensure a full health and safety risk assessment has been completed for newly employed staff
* Maintain a knowledge of changes to health and safety legislation and ensure these are implemented by the practice
* Making effective use of training to update knowledge and skills JD/Person Specification – Assistant Manager – February 2021
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, free from hazards
* Actively reporting health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Undertaking periodic infection control training (minimum annually)
* Reporting potential risks identified
* Demonstrate due regard for safeguarding and promoting the welfare of children

**General**

* If required, deputise for practice manager during holiday cover / absence. Attend all necessary meetings, take minutes, circulate and action any relevant information
* Undertake and perform any additional, relevant projects and duties assigned by the partners and/or practice manager

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