

JOB DESCRIPTION

JOB TITLE: OFFICE MANAGER

REPORTS TO: PRACTICE MANAGER/PARTNERS

HOURS: 25 hours per week

Job Summary:

The post holder will oversee the running of the day-to-day clinic operations of the office, including line management of all non-clinical staff, appraisals and performance management, He / she will also be expected to deputise for the Practice manager during leave / sickness absence.

The post holder will be a good team player and have exceptional inter-personal skills and the ability to delegate. He / she knows how to motivate and lead a team and communicate well on all levels.

He / she will work closely with the Practice Manager and GPs to ensure the Practice maintains a high Quality Standard and fulfils all of its contractual obligations. Responsibilities will either be fulfilled personally or by effective delegation as part of a larger team, and many will involve planning with the Practice Manager and/or Partners.

Job responsibilities:

Human Resources

- To have agreed responsibility for all non-clinical staffing issues, including line management, performance issues and staff support. This includes the administrative team as well as any cleaning staff.
- Responsible, in conjunction with the Practice Manager, for the recruitment of non-clinical staff, including advertising, interviewing, induction and training plans to ensure all staff are adequately trained to fulfill their role to the best of their ability
- To perform regular reviews / appraisals for new employees as well as staff induction.
- Responsible for undertaking annual performance appraisals for all non-clinical staff and follow up matters arising from the appraisals
- To keep abreast of changes in employment legislation to ensure that the staff handbook, Practice policies, job descriptions and contracts are kept up to date
- To monitor and manage staff holidays/TOIL, study leave, sickness, absence for all clinical and non-clinical staff. As well as arrange adequate cover as required for periods of absence.
- Produce non-clinical staff rotas weekly/monthly.
- To arrange and attend regular staff meetings to ensure that the staff are aware of Practice goals/objectives and understand their role in achieving them
- To facilitate good communication between all members of the team
- To promote teambuilding, teamwork and co-operation to create motivation and commitment to meeting Practice objectives.

Organisational

- To manage the appointment system including keeping GP planner updated and arranging cover/locum staff as required.
- Deal with complaints in accordance with Practice Complaints Policy in liaison with the Practice Manager

IM & T

- To oversee the administration of the clinical system systems, including upgrades, housekeeping and back ups
- To provide support, advice and training for current and new Practice staff in the use of the clinical systems
- Manage SMS and online services

Production of Performance and Quality Information

- To be aware of national, local and Practice quality standards for chronic disease management to ensure effective management of QoF and Enhanced Services
- To provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to.
- Responsible for repeat prescribing administration, including audit and review of the Practice protocol.

Data Protection

- Ensure security of data in accordance with the Data Protection Act and GDPR
- Ensure that the provisions of the Freedom of Information Act are adhered to
- Ensure the Access to Health Records Act and the Access to Medical Reports are monitored and adhered to

Other Duties

- Meet with Practice Manager/Partners regularly as agreed
- Undertake any other reasonable tasks at the request of the Practice Manager/Partners

Personal Development

- The post holder will be expected to undertake ongoing personal and professional development commensurate with the responsibilities of the post. It is specifically expected that the post holder will avail themselves of any opportunities of mentorship and development offered.

Role Development

- The duties and responsibilities contained within this job description are indicative, but not exhaustive.

Confidentiality:

- In the course of seeking treatment, patients entrust us with sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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, to 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
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Ambition to develop a career in General Practice

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own and staff time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

PERSON SPECIFICATION

Office Manager

ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
<ul style="list-style-type: none"> • Previous management or supervisory experience. 	<ul style="list-style-type: none"> • Experience in primary care/NHS/caring profession
<ul style="list-style-type: none"> • Experience in dealing with external organisations at management level. 	<ul style="list-style-type: none"> • Experience in using INPS Vision clinical software, Microtech Docman and Iris Payroll and Account packages.
<ul style="list-style-type: none"> • Knowledge of employment law, health & safety legislation, risk assessment 	<ul style="list-style-type: none"> • Formal qualification in IT (e.g. ECDL)
<ul style="list-style-type: none"> • Experience of staff appraisals, handling grievance and disciplinary issues 	<ul style="list-style-type: none"> • Experience of dealing with members of the public.
<ul style="list-style-type: none"> • Knowledgeable about recruitment, staff training and staff motivation 	<ul style="list-style-type: none"> • Familiarity with a variety of Windows-based software and Windows / network environment.
<ul style="list-style-type: none"> • Experience of complex administration and record keeping in an office environment. 	
<ul style="list-style-type: none"> • Ability to understand and learn new software and administrative procedures. 	
<ul style="list-style-type: none"> • Familiar with email and the internet 	
<ul style="list-style-type: none"> • IT literate, including experience in using Word and Excel at intermediate level. 	

ESSENTIAL (PERSONAL)	DESIRABLE (PERSONAL)
<ul style="list-style-type: none"> • Good sickness absence record 	<ul style="list-style-type: none"> • NHS or recent GP practice experience
<ul style="list-style-type: none"> • Evidence of organisational skills 	<ul style="list-style-type: none"> • Evidence of recent self-directed learning or development.
<ul style="list-style-type: none"> • Good communicator (verbal & written) both upwards and downwards 	<ul style="list-style-type: none"> • Evidence of job stability (e.g. < 2 employers in last 10 years)
<ul style="list-style-type: none"> • Numerate, and IT literate, including use of Word and Excel to at least a basic-to-intermediate level. 	
<ul style="list-style-type: none"> • Ability to work autonomously and initiate / self-direct own workload 	
<ul style="list-style-type: none"> • Evidence of the ability to grasp new concepts and work on a self-directed basis 	
<ul style="list-style-type: none"> • Ability to relate to the interviewing team and exhibit personality to match culture of Practice 	
<ul style="list-style-type: none"> • Good team worker 	
<ul style="list-style-type: none"> • Excellent leadership qualities with the ability to motivate and develop staff to the best of their abilities. 	