# JOB DESCRIPTION

JOB TITLE: Business Manager

RESPONSIBLE FOR: All Reception, Administrative and Nursing Staff

RESPONSIBLE TO: GP Partnership

ROLE IN THE PRACTICE: Management in collaboration with Partners. The post holder will be the Business Manager of a large, well-developed training practice.

**KEY RESULTS**

The post holder is responsible for managing the work of clinical and non-clinical staff to ensure the quality of reception, clinical services and service delivery across the Practice. He /she will have delegated responsibility for management of the Practice, remaining accountable through regular reporting, so clinicians are available to concentrate on clinical care. The post holder will take lead on strategic financial and organisational management, devising and implementing all Practice Policies and Procedures, to ensure compliance with all legislation with high quality Practice Management.

**CORE TASKS AND FUNCTIONS**

The post holder is required to:

**PRACTICE DEVELOPMENT AND CLINICAL GOVERNANCE**

1. Co-ordinate agendas take minutes and attend weekly Practice Meetings. Implement action, regularly review effectiveness of meeting’s purpose, format and structure. Attendance at other meetings as appropriate (e.g. HSCT / Federation Link etc……).
2. Co-ordinate production of Practice development plans and reports, ensure contribution to national/local targets. Initiate remedial action as necessary.
3. Contribute to Practice Strategy, formulate objectives and research and develop ideas for practice development.
4. Review clinical services regularly, develop and implement changes or extension to service provision.
5. Lead, delegate and co-ordinate the organisational audit process, taking responsibility for completion of the cycle, liaise as necessary with colleagues.
6. Collaborate with the GP’s/Nurses in the clinical audit process, review and disseminate results, take appropriate action in response to audit findings.
7. Develop and implement an effective Practice Risk Management Policy/Business Continuity Policy.
8. Lead on all aspects of Health and Safety.
9. Co-ordinate reporting of Serious Adverse Incidents (SAI’s). Manage, advise and action change as deemed necessary by clinical governance processes.
10. Lead on professional development, co-ordinate and support the Practice process for professional reaccreditation.
11. Participate in the training programme of clinical students, GP trainees and registrars. Attend the annual update with NIMDTA and provide the GP registrar with assistance in completing their Management Module.
12. Maintain all Policies and Procedures in line with the current GP Contract and current Guidelines.
13. Monitor and maintain QPIP (GP Intelligence Platform) in line with the current GP Contract and current Guidelines.
14. Manage call/recall of all clinical areas, ensuring timely and effective review of patients.

**PARTNERSHIP ISSUES**

1. Co-ordinate and delegate the drawing up of GP/clinical staff rotas to maximise use of available clinical time.
2. Ensure full involvement of locums working in the Practice, co-ordinate good employment practice, identify need for locum staff and organise recruitment, selection and induction.
3. Co-ordinate Partners meetings, provide secretarial support, implement and review actions.
4. Be familiar with the Partnership Agreement, monitor compliance and recommend remedial action if required.
5. Ensure compliance with legal requirements for tax. Plan Practice finances to meet payments.
6. Organise Practice finances in relation to Partnership change and liaise as necessary with external bodies.
7. Co-ordinate the recruitment and selection process for appointing new Partners.

**FINANCE**

1. Manage practice budgets and seek to maximise income through a comprehensive understanding of the GMS contract ensuring the highest possible targets are achieved through Q&OF and all enhanced services.
2. Understand and report on the financial implications of contract and legislation changes.
3. Establish and maintain accurate record-keeping and reliable accounting systems for all aspects of finance.
4. Process the staff salaries on a monthly basis ensure all payment relating to HMRC and HSC Pensions are processed.
5. Ensure all RTI and Auto Enrolment processes are completed on time.
6. Responsible for the settlement of accounts, make on-line bank automated credit payments up to an authorised amount for both GP drawings and monthly staff salaries. Ensure value for money for all Practice expenditure.
7. Ensure accurate recording and payment of agreed personal expenses to individual GP’s.
8. Responsible for carrying out regular bank reconciliation and balance monthly accounts.
9. Comprehensive review of insurance policies annually and ensure payments are kept up to date.
10. Prepare financial information for review and consideration by the GP’s.
11. Ensure financial controls are in place to maximise income, produce action plans/remedial plans in response to opportunities/gaps.
12. Arrange payment of GP drawings in line with the Partnership Agreement.
13. Reconcile quarterly statement of income against Practice records, analyse information, address all financial inconsistencies, suggest and implement remedial action plan in response to identified underperformance.
14. Update and review financial systems and services in liaison with Bank and Accountant.
15. Prepare recommendations for development of services and assets.

**PATIENT AND COMMUNITY SERVICES**

1. Maintain Patient Confidentiality at all times
2. Manage reception and services to patients; evaluate service in line with best Practice Guidelines (eg Practice Charter).
3. Produce, update and monitor Practice information, monitor effectiveness and quality of Practice information and image.
4. Ensure on-going communication with patients through the use of the Practice Website and the Newsletter.
5. In liaison with GP’s, manage the Practice based Complaints Procedure; establish procedures to minimise complaints, monitor levels of patient satisfaction.
6. Consolidate links with community organisations and other local resources, establish and maintain patients’ participation in the Practice.
7. Liaise with the Patients Voluntary Group and prepare information to enable expenditure of funds to be carried out as required.
8. Ensure adequate infection control procedures are carried out throughout the practice.

**HUMAN RESOURCES**

1. Responsible for all Reception / Administrative, Care Taker/Cleaner Phlebotomists, GP Registrar and other trainee GP’s / Practice employed Nursing staff.
2. Review effectiveness of all staff meetings, chair and co-ordinate the agendas, ensure implementation of action points.
3. Undertake detailed workload analysis for all staff, arbitrate on issues of workload.
4. Co-ordinate the recruitment and selection of Nursing, Administrative / Reception staff / Phlebotomy staff and Caretaking staff.
5. Forecast Practice staff training needs, organise and co-ordinate in-house PBL training, ensure induction of all new staff, identify and facilitate appropriate external training.
6. Keep up to date with employment legislation and ensure that all Practice Policies and paperwork (including contracts) comply with statutory requirements, make recommendations for amendment as necessary and promote good employment practices.
7. Manage Practice discipline and grievance procedures for all employed staff in consultation with the GP’s.
8. Design and implement staff appraisals procedures for all employed staff, promote opportunities for mentoring.
9. Actively improve team morale through encouragement and leadership.
10. Participate in the process of the recruitment and selection of staff.

**PREMISES AND EQUIPMENT**

1. Devise and maintain systems for ensuring adequate stocks of stationery, clinical and other supplies, review on a regular basis to maximise cash flow efficiency.
2. Organise maintenance schedules, plan long term replacement of major items of equipment.
3. Plan and monitor premises maintenance and cleaning services.
4. Ensure adequate premises security, test and review regularly.
5. Identify potential problems/hazards and implement risk management, ensure Practice complies with Health and Safety Legislation through responsibility for the Practice Policy, disseminate policy to all users of the premises.
6. Take the lead for the Practice on overseeing project management of equipment or premises upgrade or move, liaise with outside professionals as required, plan finances and timing.
7. Co-ordinate the RHI Heating and Solar Panel Systems ensuring readings are taken according to the schedule and notified online to the relevant authorities.

**INFORMATION AND MANAGEMENT TECHNOLOGY**

1. Monitor, develop and maintain reception and office procedures to ensure efficiency and effectiveness.
2. Responsibility for the Computer System (EMIS Web) and other IT software used by the practice including organising any maintenance and developments to the system/s. Ensure compliance with Data Protection legislation.
3. Establish requirement for computer searches and reports, ensure completion and appropriate reporting mechanisms, review and undertake necessary action.
4. Oversee all systems for data security and protection, including back-up procedures.
5. Analyse and reconcile output of GP claims including QOF data, ensure timely production of reports, liaise with HSCT as necessary.
6. To update and co-ordinate changes to the Practice website.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organization.This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works. Other duties, of a similar nature and appropriate to the grade, may be assigned from time to time.

**HEALTH AND SAFETY RESPONSIBILITIES**

You should take note that under the Health & Safety at Work Legislation, you are required to take all reasonable steps while at work to ensure your own health and safety and the health and safety of those who may be affected by your acts or omissions at work. You are also required to co-operate fully with regard to implementation of health and safety arrangements and you should not interfere with or misuse anything provided in the interests of Health, Safety and Welfare at Work. All employees of the Practice have been issued with an employee Handbook in respect of Health and Safety which should be referred to at all times.

**SMOKING POLICY**

The Practice operates a “Smoke Free” policy within the Boundary of the Practice Premises and all employees must comply with this.

**EQUAL OPPORTUNITIES**

The Practice is an equal opportunities employer and the post-holder will be expected to adhere to all equal opportunities principles.

**CONFIDENTIALITY**

An employee shall not as an employee of the Practice or following the termination of his/her employment with the Practice, disclose other than to an authorised person or in the course of duty, without lawful authority, any matter or information which he/she has obtained or to which he/she has had access owing to his/her official position.

In addition, you shall be required to comply with the requirements of the General Data Protection Act, in so far as the Practice is concerned. It should be noted in this connection that any unauthorised disclosure of information covered by the Act is a criminal offence.

**INFORMATION TECHNOLOGY SECURITY POLICY**

You are required to work within the remit of the Practice Security Policy.

As a consequence of the above unauthorised/inappropriate use of computers including the internet, email, social media, passwords, computer packages etc. will be regarded as gross misconduct and will be treated as such under the Practice Disciplinary Procedure.

**PRACTICE POLICIES/PROTOCOLS**

All employees of the Practice have been issued with an Employee Personal Handbook which should be referred to at all times and read in conjunction with Practice Policies/Protocols that are on your desktop under essential documents.

All employees will be expected to attend courses and training events such as PBL internal and external training as appropriate. This will be an ongoing process throughout your employment with the practice.

Signed

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_