

*Manor House Surgery
Mill Lane Belton Loughborough Leics LE12 9UJ
Telephone: 01530 222368*

Email: beltonsurgery@nhs.net Website: www.beltonsurgery.nhs.uk

*Partners: Dr Melanie J Aram MB ChB MRCGP DRCOG, Dr Jamie Gordon MB ChB & Dr Leigh Martin MB ChB
Salaried GP: Dr Cerys Gordon MB ChB MRCGP DRCOG*

Practice Manager – Person Specification

Qualifications	Essential	Desirable
Educated to degree level in healthcare or business		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and/or management qualification		✓
AMSPAR qualification		✓
IGPM membership		✓
Experience	Essential	Desirable
Experience of working with general public	✓	
Experience of managing accounting procedures including budget and cash flow forecasting	✓	
Experience of working in a healthcare setting	✓	
Experience of managing multidisciplinary teams	✓	
Experience of performance management including appraisals, staff development and training, absence monitoring and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
Experience of workforce planning, forecasting and development	✓	
Experience of recruitment and induction	✓	
NHS/Primary Care general practice experience		✓
Relevant health and safety experience		✓
Skills	Essential	Desirable
Ability to explore and negotiate opportunities to enhance patient services	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in fast-face environment	✓	
SystemOne user		✓
Effective time management (planning and organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving and analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Proven change management ability	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	

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Personal Qualities	Essential	Desirable
Polite and professional	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solution focussed approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintaining confidentiality at all times	✓	
Full driving license	✓	
Provision of two references (one from most recent employer)	✓	