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# Practice Manager

## The Crescent Medical Practice

**Contact:**

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on 0141 212 7555



# Practice Manager Recruitment Pack

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## About The Crescent Medical Practice

<https://www.crescentmedicalpractice.org.uk>

The Crescent Medical Practice was established c.1968. We have two partners, five salaried GPs, a practice pharmacist, a practice nurse and a healthcare assistant. As a training practice we have a regular presence of specialist GP trainees as part of the clinical team. The ten-strong non-clinical team comprises assistant Practice Manager, dedicated administrative and front-of-house teams.

We benefit from the service provided by the HSCP-employed pharmacotherapy, physiotherapy and Links practitioner teams.

We are based over two sites, and we own our own premises. Our Walmer Crescent surgery is located in a curved tenement building designed by one of Glasgow's most famous architects, Alexander "Greek" Thomson. Cessnock is an area in the city of Glasgow south of the River Clyde.

Cessnock's main street is Paisley Road West, which runs west in the direction of Paisley and east through Kinning Park to Paisley Toll. This area is served by Cessnock subway station. Many buses stop on Paisley Road West, most frequently the Number 9 route, offering fast access east-bound to City Centre, and west-bound to Govan and Paisley.

Our Hillington surgery is on Hillington Road South, 3 miles from Walmer Crescent. Public transport facilities locally include regular bus services on Paisley Road West with frequent rail travel to nearby train stations. There are also good road links to the M8 Motorway.

We have a mixed socio-economic demographic. We are well-served by The Queen Elizabeth University Hospital and the Royal Alexandra Hospital, and we are actively involved with local quality improvement initiatives as an active member of the local GP cluster.

### **Practice Partners:**

Drs Amy Kerr and Caroline Oates joined the practice in 2005 and, following the planned retirement of their predecessors, became partners in 2010. They are both GP trainers who enjoy championing GP as the most valuable and rewarding specialty in medicine. They strive to deliver excellent care and service to patients and recognise that this requires the highest standards of clinical care as well as business management. They aim to provide an enjoyable and stimulating environment for the practice team to identify and develop their professional skills.

## Advert

**Practice Manager**  
**Competitive Salary, SPPA NHS Pension Scheme**  
**Glasgow**

The Crescent Medical Practice is a long-established, proactive, respected and friendly GP training practice, with two locations in Glasgow. There is an exciting opportunity for an accomplished, experienced and highly motivated senior manager to join the team as a result of retirement of the current practice manager. The successful individual will have a demonstrable career in HR, business and strategic management.

The Practice Manager role is a key administrative and managerial role responsible for the overall operation and management of The Crescent Medical Practice. It is a vital role in the efficient and effective operation of the practice across both sites, allowing healthcare providers to focus on patient care while ensuring that the business and administrative aspects of the practice run smoothly and in compliance with regulations. Previous experience of working in Primary Care or the NHS would be desirable.

The successful candidate will have a hands-on approach and take responsibility for organisational leadership, service improvement and administrative areas within the practice. You will be part of a supportive and fulfilling team environment, recognising and valuing the contributions of all, demonstrating a positive attitude and respecting each other at all times. The ability to work collaboratively with practice members and external stakeholders is important to ensure the provision of and improvement in health and wellbeing of the local community.

We work collaboratively as part of a community team to improve the health and wellbeing of our patients and our local community.

If you would like to be part of a professional motivated team dedicated to delivering exceptional patient care, then please click the Apply button to submit your CV and supporting letter (in one document).

**For a confidential discussion please contact David Currie or Catriona Mackie at our recruitment partners, Aspen People, on 0141 212 7555.**

**Closing date for applications: Monday 13<sup>th</sup> November**

## Job Description

Job Description – Practice Manager	
<b>Job Title</b>	Practice Manager
<b>Accountable to</b>	Partners
<b>Terms and Conditions</b>	Full time. Annual leave of 6 weeks, exclusive of public holidays.
<b>Pension</b>	Inclusion in SPPA NHS Pension Scheme.

### Job summary

As Practice Manager of The Crescent Medical Practice, you will be a fully integrated member of the Senior Management Team. Your responsibilities stretch from managing the day-to-day operations of a fast-moving, professional practice to involvement in developing our strategic intent. You will be accountable for the leadership and management of administrative staff and the workforce plan for the entire practice across two sites. The role requires good emotional intelligence and will be challenging and rewarding for the right candidate.

### Primary responsibilities

#### LEADERSHIP

- Provide effective and strong personable leadership across the practice.
- Excellent communication within the practice and with patients and external stakeholders.
- Demonstrate qualities to lead by example.
- Demonstrate coaching capabilities in day-to-day management of staff.
- Engage effectively as a key member in Senior Management Team; organisation of, and contribution at, SMT meetings including frequent progress reports.
- Implementation of the practice standards, values, and ethos.

#### STAFF MANAGEMENT

- Oversee the day-to-day operations of the organisation, ensuring staff achieve their primary responsibilities.
- Line management of administrative staff members.
- Manage the recruitment, induction, and retention of staff.
- Develop a practice people plan; consider succession when planning staff recruitment.
- Assess skills and development needs of the administrative staff members and implement training to address these.
- Develop and implement an effective staff appraisal process.
- Establish, review, and regularly update job descriptions and person specifications as part of a broader workforce plan.

- Ensure that the Practice complies with employment law and best practice, and that HR decisions are applied consistently and fairly.

#### **FINANCIAL MANAGEMENT**

- Liaise with practice accountant in relation to monthly salary and pension scheme payment and annual accounts preparation.
- Present financial data and costs during SMT meetings to aid decision making regarding service development.
- Ensure the practice meets NHS contractual requirements with timely submission of evidence.
- Oversee an effective ordering system for practice supplies.
- Manage the procurement of practice equipment, supplies and services within agreed budgets.
- Arrange for payments to suppliers and contractors.

#### **PREMISES MANAGEMENT**

- Ensure the practice premises are appropriately maintained to a safe and acceptable standard and liaise with contractors in relation to premises maintenance and improvements.
- Ensure that adequate fire prevention and security systems are in place in line with current statutory requirements.
- Arrange appropriate insurance cover.
- Take overall responsibility for appropriate maintenance, testing, repairs and security in line with legislative and insurance requirements of practice equipment.
- Oversee the cleaning of practice premises, ensuring a high standard of hygiene appropriate for a clinical setting.

#### **PRACTICE ORGANISATION AND PATIENT SERVICES**

- Develop and deliver business model as determined by partners.
- Monitor and manage practice list size to ensure stable practice and income stream.
- Ensure safe levels of clinical staffing and timetabling of clinicians.
- Oversee the arrangements for clinical and non-clinical locum cover within the practice, including carrying out clearance procedures and organising information packs, prior to placement.
- Ensure the Practice continues to meet all contractual requirements with regards to patient care to provide a safe, effective and efficient service to patients.
- Develop, implement and maintain an effective Business Continuity Plan, ensuring that staff are fully trained in its use.
- Adopt a strategic approach to the management of all patient services, in keeping with the practice ethos.
- Coordinate the review and updating of all organisation policies and procedures.
- Contribute to regular clinical and non-clinical staff meetings, setting agenda and maintaining records of the meetings.
- Manage/support the management of all complaints in line with current legislation and guidance.

#### **INFORMATION MANAGEMENT AND TECHNOLOGY**

- Develop and maintain proficiency in using GP IT and generic IT systems in the practice.
- Oversee the management and maintenance of all computer hardware and software, as specified by Health Board, ensuring effective liaison with Health Board IT personnel.
- Ensure effective back-up arrangements are in place to prevent loss of data, and implement suitable IT protocols and practices e.g. relating to data security and following any major event.
- Responsibility for staff and practice compliance with Data Protection legislation as GDPR Data Controller.
- Ensure all staff are fully trained and competent in the use of IT within the practice.
- Oversee the ongoing development and management of the practice website with regards to content and compliance; and use of this as an effective interface with patients.

#### **PRACTICE COMMUNICATIONS**

- Demonstrate clear and effective communication with all practice team members.
- Liaise with and feedback from external meetings as required.
- Contribute to SMT meetings regarding service development opportunities.
- Liaise with the admin team regarding scheduling of meetings in the practice and timetabling of clinical sessions.

#### **HEALTH AND SAFETY**

- Ensure that the Practice complies with all statutory health and safety requirements.
- Develop and manage Health & Safety policies and procedures for the practice in accordance with current legislation, including risk assessment, and COSHH assessment.
- Ensure staff fire training is carried out regularly and effectively.
- Ensure accidents or dangerous incidents are investigated, recorded and reported where necessary, and any follow up undertaken.

**This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.**

## Person Specification

Person specification – Practice Manager		
Qualifications	Essential	Desirable
Educated to degree level in healthcare, business or equivalent		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and/or management qualification		✓
Experience	Essential	Desirable
Experience of working with the 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 appraisal writing, staff development and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
Experience of workforce planning, forecasting and development	✓	
NHS/primary care general practice experience		✓
Relevant health and safety experience		✓
Skills	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS/SystemOne/Vision user skills		✓
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	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	
<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Professional and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a 'solutions' focused 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	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Scotland	✓	
Always maintain confidentiality	✓	
Full UK driving licence		✓

This document may be amended following consultation with the post holder, to facilitate the development of the role, the organisation and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.

## The Process and How to Apply

### Enquiries

For a confidential discussion please contact David Currie or Catriona Mackie at our recruitment partners, Aspen People, on 0141 212 7555.

### Application

To apply please **submit your CV and cover letter (merged into one document)** via the following link:

- [PRACTICE MANAGER](#)

### Dates:

<b>Closing Date for Applications</b>	Monday 13 <sup>th</sup> November
<b>Interviews</b>	End November / beginning December

# Contact

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