

# Carnoustie Medical Group

## JOB DESCRIPTION

<b>POST TITLE</b>	Business Manager
<b>LOCATION</b>	Parkview Primary Care Centre, Barry Road, CARNOUSTIE, DD7 7RB
<b>RESPONSIBLE TO</b>	GP Partners
<b>HOURS OF WORK</b>	Usual hours of work are 37.5 per week, however, the post holder will be expected to be flexible in line with the responsibilities attached to the role
<b>PURPOSE OF POST</b>	<p>The Business Manager of this General Medical Practice is required to ensure the successful operation of the Partnership Business; manage at a strategic level, supporting the Partnership to deliver a contemporary health agenda in association with their staff and patients.</p> <p>The Business Manager will also be responsible, along with the Partners, of maintaining a culture of continuous improvement to ensure the delivery of high quality patient care.</p>

# **PRINCIPLE RESPONSIBILITIES**

## **I. DEVELOPING AND IMPLEMENTING STRATEGY**

1. Developing, in association with the Partners, the strategic direction of the practice and creating the Practice Development Plan.
2. Delivering the objectives agreed in the Practice Development Plan.
3. Ensuring that the Practice is managed and supported to operate efficiently and effectively at all times.
4. Maintaining and reviewing policies, systems and services, recommending and implementing change as agreed by the management team.
5. Planning and attending management meetings, staff meeting, Enhanced SEA and Cluster meetings, ensuring that accurate minutes are kept and action is taken as appropriate.

## **II. HUMAN RESOURCES**

1. Managing all human resource issues, including planning, selecting and recruiting of employed staff, training, appraisal and personal development. Communicating and co-ordinating with the Staff Partner as appropriate.
2. Co-ordinating selection and recruitment of medical manpower.
3. Maintaining staff records and ensuring compliance with employment legislation.
4. Managing grievance and disciplinary procedures.
5. Supporting all staff in their development and maintenance of skills.

## **III. FINANCE**

1. Managing efficiently and accurately the financial affairs of the practice.
2. Monitoring all income and expenditure, ensuring reconciliation and analysis, reporting regularly to the partners. Communicating and co-ordinating with the Finance Partner as appropriate.
3. Advising on income generation, cash flow and efficient use of resources.
4. Providing financial data, forecasts and budgets to assist with strategy, planning and administration.
5. Submitting invoices in a timely manner for claims of service and meeting attendance

6. Ensuring efficient and timeous management of the practice payroll systems and proper discharge of all statutory responsibilities.
7. Liaising with the Practice Bankers and Accountants.
8. Producing accounts up to trail balance.

#### **IV. PREMISES AND EQUIPMENT**

1. Liaising with all appropriate parties relating to the use of practice premises and services.
2. Ensuring that problems are reported and resolved expeditiously.
3. Ensuring regular maintenance of all property, equipment and services.
4. Ensuring that appropriate building and locum insurance cover is in place at all times.
5. Managing the securing of estate and property, regularly updating codes and disseminating information to appropriate stakeholders.

#### **V. INFORMATION MANAGEMENT AND COMMUNICATION**

1. Developing and monitoring information management systems, including optimising the use of technology.
2. Ensuring that the practice systems are managed appropriately and within current best practice guidelines and statutory requirements.
3. Ensuring that problems are reported and resolved expeditiously.
4. Assuming responsibility during and following any major event and ensuring that recovery is prompt and complete.
5. Ensuring effective working relationships with other bodies within the NHS and other organisations: NHS Tayside including Primary Care Services, INPS Vision, Scottish Ambulance Service, Tayside Local Medical Committee, British Medical Association, NES, Carnoustie Medical Transport, Sick Nursing Association, Third Sector Organisations, Carnoustie Medical Group Patient Representative Group and others.
6. Contributing actively to the Angus Practice Managers' Group and South West Cluster Group.
7. Promoting harmonious relationships with patients, among staff and partners and with external individuals and organisations.

## **VI. QUALITY**

1. Maintain quality with the Practice and alert other team members to issues of quality and risk.
2. Assess ones own performance and take accountability for own actions, either directly or under supervision.
3. 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.
4. Work effectively with individuals in other agencies to meet patients' needs.
5. Effectively manage own time, workload and resources.

## **VII. RISK MANAGEMENT AND QUALITY ASSURANCE**

1. Responsible for meeting the RCGP Management Quality Standards for Training Practices, maximum period between assessments is three years.
2. Responsible for meeting all management and administrative criteria for the General Medical Services Contract on an annual basis.
3. Liaising with the partners, responsible for implementation of changes from the New GP Contract
4. Responsible for monitoring and review of all clinical aspects of the General Medical Services Contract reporting performance to partners on a regular basis, also supporting clinicians and staff to achieve maximum performance against all criteria laid down by Scottish Government.
5. Handling all aspects of risk management in clinical and administrative areas, developing and implementing comprehensive Health and Safety, Equal Opportunities, Infection Control and Major Event policies.
6. Managing the Practice Complaints System and compiling an annual report of complaints/themes and outcomes for partners.
7. Ensuring that Enhanced Significant Event Analysis is carried out by all teams on a regular basis and results are recorded and followed up.
8. Initiating and performing Clinical Audit to promote clinical effectiveness of the practice and associated services.
9. Ensuring compliance with all legal and otherwise mandatory frameworks relevant to the practice activities.
10. Ensuring that National and Local initiatives e.g. integration with NHS24 and Immunisation Programmes are managed effectively.

## **VIII. MANAGEMENT OF WORKLOAD AND PERSONAL DEVELOPMENT**

1. Acting on own initiative in prioritising and managing workload, delegating tasks appropriately and referring to designated partners in respect of clinical, managerial and administrative areas as necessary.
2. Maintaining own personal and professional development by, for example, attending appropriate events and membership of a relevant professional body.

## **IX. PATIENT INVOLVEMENT**

1. Work with the practice representative group to develop a strong partnership between the practice team and patients.
2. Attend meeting to communicate feedback to and from patients/the practice.

## **X. OTHER**

1. Undertaking other duties, commensurate with the post, as assigned by the partners.

**The above is a guide and should not be viewed as exhaustive. It may change with the introduction of new procedures and/or technology.**