



# GROVES HEALTH



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**Person Specification and Job Description**

**Site Manager**

**Issued by  
Groves Health**

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## JOB DESCRIPTION

### Site Manager

|                       |                                                         |
|-----------------------|---------------------------------------------------------|
| <b>Reporting to:</b>  | Partners/Senior Management Team                         |
| <b>Hours of work:</b> | 37.5 hours per week / Part-time work will be considered |
| <b>Contract type:</b> | Permanent                                               |
| <b>Salary:</b>        | Negotiable and dependent on experience                  |

At Groves Health, we are dedicated to creating a 'People First' culture of open communication and on-going dialogue to ensure high standards of service and support.

### Job Summary

To oversee and manage the day-to-day practice business and to ensure the practice runs efficiently and professionally to deliver good patient service. Responsibilities include (but are not limited to):

### To Manage the Operational Requirements and Governance of the Practice

- Oversee the daily running of the practice including appointments, staff, patients, room availability, and other professionals visiting the surgery
- Support GPs, nurses, and admin to drive excellent service and standards within the practice
- Facilitate good care of all patients and review service delivery regularly to ensure contractual compliance and best practice is maintained at all time
- Work closely with Partners and the Senior Management Team
- Be accessible for GPs, nurses, and reception team and assist with any issues that arise
- Maintain standardization of group procedures and processes and implement actions agreed at the group meetings and ensure their delivery
- Ensure that an accurate record of all incidents and learning events are recorded on the designated form and discussed at team meetings with learning points identified and document in line with CQC requirements. These should be shared with group management team
- To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work
- To ensure all policies are implemented and fully complied with at Practice level and that staff are fully trained and knowledgeable in relation to their requirements
- To follow procedures to ensure compliance with the GDPR and Data Protection Act 2018
- To plan long and short term strategic operational planning for the practices, i.e. workforce,

## HR

- Provide leadership and management of the surgery team and offer support when needed
- To support recruitment and selection processes
- Lead on a positive working relationship with your teams and facilitate regular 1:1 check-ins
- Facilitate good communication between all members of the team
- Promote 'People First' culture and lead on team building, teamwork and cooperation
- Ensure the team is aware of practice goals/objectives and that they understand their role
- Organising regular team meetings
- Have knowledge of employment legislation and ensure all employment policies and procedures are followed and coordinated with the HR Lead
- Monitor staff performance, identify and co-ordinate training needs
- Manage holidays, sickness and absence, and arrange cover when necessary
- Co-manage the GP rota and manage absence
- Assist the HR Lead with disciplinary and grievance procedures
- Ensure all new employees (including students) have an induction and have a mentor during probationary period.

## Patient's Services

- Respond to patient complaints in a timely manner and action accordingly, liaising with the Senior Management Team
- Ensure effective systems are in place for the smooth day-to-day running of the practice
- Deal with issues and liaise with patients as required
- Attend Patient Participant Group meetings regularly
- Coordinate patient personalised care planning with clinical team
- Coordinate non-NHS services and administration

## NHS and Statutory Obligations

- To keep up to date with NHS developments maintain an overview of QOF performance
- Work with the Senior Management Team to ensure the practice meets the governance standards necessary for on-going registration with the Care Quality Commission
- Alerts; carry out report for patients with drug/equipment, etc.

## Premises, Equipment, and Supplies

- Coordinate engineers and traders to premises
- Manage security and fire procedures ensuring that staff and building occupants are aware of them and they are correctly followed
- Carry out Risk Assessments as required and ensure legal requirements are maintained

- Ensure Health and Safety regulations are adhered to
- Manage the cleaning of the premises
- Ordering of stationery, supplies, and equipment when required
- Order prescriptions and other NHS documentation
- Ensure posters and advertising in waiting room are current and tidy

### **Information Technology**

- Set new users up on relevant clinical systems
- Ensure effective use of IT to support patient care within the Practice
- Resolve any issues which may arise throughout the day reporting to SMT if necessary

### **Meetings to Attend**

- PCN – monthly (off site)
- Managers Meeting – monthly
- Team Meetings – monthly as a minimum

### **CQC Projects and Business Development**

- Ensure compliance with the requirements of Care Quality Commission (CQC) with supporting evidence and documented policies/procedures available on request.
- Manage the implementation and monitoring of (DES) direct enhanced services, (LES) local enhanced services (ICB & Public Health) and (KPI) key performance indicators through reporting processes to maximise income
- Maintain an overview of QOF performance and work with Group Claims Manager to ensure timely submission
- Ensure submission of all aspects of the Primary Care Web tool
- Petty Cash, Balance book, bank cash/cheques and email finance department
- Forward all finance invoices, statements, renewals etc. to finance department
- PPA; reporting and prescriptions posted to NHS Prescription Services in conjunction with other administration staff

### **Safeguarding**

The post holder will act as a non-clinical lead in applying and implementing the practice safeguarding policy and report any safeguarding issues that are presented.

## **Confidentiality**

In the course of seeking treatment, patients entrust us with, or allow us to gather, 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, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

## **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.

## **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 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**

- 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.

### **Job Description Agreement**

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. It is important that all members of staff are prepared to take on additional duties or relinquish existing duties in order to maintain efficient running of the practice. Groves Health Group reserves the right to re distribute duties and functions amongst members of staff from time to time and requests for such changes shall not be reasonably refused. This job description reflects the immediate requirements and objectives of the post and is not exhaustive.

**PERSON SPECIFICATION – Business Support Manager**

| Role Requirement                   | Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Essential                         | Desirable |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------|
| <b>Qualifications and Training</b> | <ul style="list-style-type: none"> <li>• Good general education</li> <li>• Evidence of continuing professional development</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ✓<br>✓                            |           |
| <b>Skills and Abilities</b>        | <ul style="list-style-type: none"> <li>• Ability to communicate clearly and effectively in English, both written and verbally.</li> <li>• Well-developed IT skills including ability to use Microsoft Office applications</li> <li>• Ability to prioritise own workload and work effectively under pressure</li> <li>• Ability to work with a diverse population</li> <li>• Ability to support staff in building a new service</li> <li>• Strategic and creative thinking, and planning</li> <li>• Leadership ability</li> <li>• Management skills</li> <li>• Ability to market a service to a range of audiences</li> <li>• Coaching and counselling</li> <li>• Conflict management</li> <li>• Presentation skills</li> </ul> | ✓<br><br>✓<br><br>✓<br>✓<br><br>✓ | ✓         |

|                   |                                                                                                                                                                                                                                                                                                                                            |                      |                      |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| <b>Experience</b> | <ul style="list-style-type: none"> <li>• Management experience in a primary health care setting.</li> <li>• Knowledge of GP computer systems</li> <li>• Project management</li> <li>• To have worked as a Practice Manager in a community setting</li> <li>• Experience of partnership working</li> <li>• Management experience</li> </ul> |                      | ✓<br><br>✓<br>✓<br>✓ |
| <b>Knowledge</b>  | <ul style="list-style-type: none"> <li>• A sound knowledge of the requirements of NHS management, including legislation, quality assurance and policy issues</li> <li>• Knowledge of the demographic characteristics that affect health and health care in the area</li> <li>• Understanding of Clinical Governance</li> </ul>             | ✓                    | ✓<br><br>✓<br>✓      |
| <b>Other</b>      | <ul style="list-style-type: none"> <li>• Commitment to working as part of a multi-disciplinary, multi-agency primary care team</li> <li>• Openness to explore alternative working practices</li> <li>• Commitment to own professional development</li> <li>• Commitment to equal opportunities</li> </ul>                                  | ✓<br><br>✓<br>✓<br>✓ |                      |