

Practice Manager - Person Specification

	Necessary	Desirable
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> • Evidence of a sound education to A level standard or equivalent • Evidence of a commitment to continuing professional development 	<ul style="list-style-type: none"> • Degree level certification • Relevant management or finance qualification
Experience	<ul style="list-style-type: none"> • Robust experience and success of communicating with and managing people • Experience of working in teams; able to promote teamwork and employee satisfaction • Working in a computer environment • Financial management experience including understanding of spread sheets • Experience as a business manager, with knowledge of employment law and small business accounts 	<ul style="list-style-type: none"> • Management experience in the NHS or in practice management • Experience of strategic business planning • Experience of working with regulatory bodies and preparing for inspections
Skills	<ul style="list-style-type: none"> • A “solutions focused” approach to problem solving • Intelligent with a fast learning ability • Effective communication (oral and written) and excellent inter-personal skills • Approachable with the ability to listen and empathise • Delegation and empowerment of staff • Appropriate IT skills • Leadership skills, including excellent people management skills • Good time management • Computer literate • Customer service and complaints resolution • Negotiating and managing conflict • Able to manage change and cope with pressure • Networking and facilitation • Motivational 	<ul style="list-style-type: none"> • Project management • Change management
Qualities	<ul style="list-style-type: none"> • Personable and approachable • Self-motivated and confident – able to work with minimal direction • Adaptable and innovative • Enthusiasm, with energy and drive • Gains respect by example, fairness. Integrity & leadership • Trustworthy, honest, reliable, caring and sympathetic • Proactive strategic thinking with a clear vision • Confidential and conscientious • Hard working, reliable and resourceful • Willing to work flexible hours as necessary • Considered, steady approach • Diplomacy 	<ul style="list-style-type: none"> • Good sense of humour
Other	<ul style="list-style-type: none"> • Sufficient English language fluency as required under the Immigration Act 2016 	<ul style="list-style-type: none"> • The ability & willingness to travel to meetings & courses • Occasionally attend weekend /evening meetings