The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

JOB DESCRIPTION

Job Title	Assistant Business Manager
Location	The Light Surgery
Report to	Deputy Director of Service Delivery
Hours	Full Time – 40 Hours per week (Flexible working options will be considered)

JOB SUMMARY

At OneMedical Group we believe in great people being set up to succeed. We thrive when our people thrive. As such we are currently looking for an **Assistant Business Manager** to support the Director/ Deputy Director of Service Delivery in pushing forwards OnePrimaryCare to help achieve our strategic vision and objectives.

The post holder will work closely with the Deputy Director of NHS Services and Support Centre Functions, to ensure the day to day operations of the practice run smoothly and help to ensure a high quality service is provided at all times. The post holder will also deputise for the Deputy Director of NHS Services, and Business Managers when needed in line management duties for the team within the surgery. They will at all times however lead by example and assist with daily people management duties as a manager.

The post holder will also work to support key work streams and KPI's, and to help ensure the surgery meets all required contractual agreements.

The post holder will seek to make a positive difference at work every day and believe in the culture and vision of the company; to improve lives for patients, our colleagues and our communities by putting people first, working together towards a better future.

It is anticipated that the Assistant Business Manager will spend time at other sites working closely with Business Managers, in order to gain a thorough understanding of the work involved to successfully manage a GP Practice and the workings of different teams.

The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

JOB RESPONSIBILITIES

Leadership and management

1) Work closely with the Deputy Director of NHS Services to be an onsite 'presence' to support the team, ensure the service runs smoothly and the highest standard of patient care is delivered at all times.
2) Work to ensure work is allocated within teams as required, being able to 'step in' and support as and when required. Maintain oversight of work streams and know when to escalate to Deputy Director of NHS Services.
3) Lead team meetings as and when required; supporting effective and timely communication.
4) Assist the Deputy Director of NHS Services to manage the team in accordance with all OneMedicalGroup policies for example ; sickness absence, performance management, appraisals and staff '121s'.
5) Ensure mandatory training is undertaken for all staff.
6) Assist with recruitment, induction and onboarding of staff.
7) Support implementation of LIVI and other digital advancements in healthcare.

Contractual/CCG requirements

1) Work closely with the Deputy Director of NHS Services to ensure that the practice complies with NHS contractual obligations in relation to patient care, delivers the required work streams and provides reports as requested.
2) Understand CQC requirements and ensure they are implemented and evidenced as required.
3) Keep up to date with changing workstream requirements and ensure The Light Surgery remains compliant.
4) Work to ensure a robust system exists to support QOF; a 'call and recall system' is implemented and attainment is monitored throughout the year.
5) Work to ensure a robust administration process is undertaken to support required workstreams eg childhood immunisations.

Complaints/Incidents/SERs

1) Work closely with the Deputy Director of NHS Services to investigate and respond to any complaints/incidents/SERS.
2) Ensure that learning is shared with the team as appropriate.

The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

Continuous improvement

1) Work closely with the Deputy Director of NHS Services to use data provided by OneMedicalGroup Business Improvement Team to drive continual improvement of the site.
2) Develop a Patient Reference Group which is used as a source of information to continually improve the service that is provided.
3) Develop TLS patient releationships ; eg friends and family data, patient reference group, patient surveys, patient 'exit' interviews

Business growth and sustainability of TLS

1) Work closely with the Deputy Director of NHS Services to increase the patient list size and work to maximise income generation opportunities.

Financial management

1) Understand the financial performance of the site, working alongside the finance team and Deputy Director of NHS Services to deliver viable and sustainable services.
2) Attend finance meetings as required.
3) Understand the claims process for services delivered and be able to undertake this as required.

Stakeholder engagement

1) Develop and maintain sound, positive and effective relationships with all key stakeholders who may come in contact with our services, whilst promoting our services within the local community, developing new contacts, and building new relationships.
2) Attend any meetings as requested by the Deputy Director of NHS Services.

The postholder will be expected to assist with cover other sites as and when required.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.

The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

Person specification

The ideal person for the job will be an existing people manager who is commercially/business minded and ready to take the next step in their healthcare career, or transition into healthcare for development. Employee experience, customer service and managing KPI's will be elements you already thrive at, and you'll have a desire to understand more about business operations and healthcare. You will be professional, ambitious, with a high level of social skill; a proactive problem solver with exceptional communication skills and a meticulous attention to detail.

Criteria	Essential	Desirable	Evidence
Qualifications	Educated to degree level or equivalent experience in business/people management Evidence of further professional development	Management qualification or further training	Application form/certificates
Experience	Experience of managing, leading and motivating a team; appraisals, managing sickness absence, staff '121s', performance , positively resolving conflict Experience of service improvement Experience of delivering and reporting achievement of KPIs	Previous NHS Experience Experience of managing budgets Experience of leading and managing change programmes	Application form/interview
Skills	Ability to deliver results both personally and through others IT literate Ability to communicative and		Application form/interview

The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

	forge successful partnerships and secure the co-operation of others at all levels Ability to identify innovative solutions to problems Ability to influence, persuade and negotiate Ability to positively resolve complex and sensitive issues Self starter able to manage self and others Demonstrates strong attention to detail and accuracy Self confidence and personal resilience Good sense of humour, personable Hard working, reliable and resourceful Willing to work flexible hours as necessary Personal resilience and the ability to support resilience in others		

Communication

The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

The post-holder needs to demonstrate the ability to communicate effectively, both within the team and with external stakeholders within the health and care landscape. The post-holder must strive to:

- Communicate effectively with other team members and external stakeholders
- Recognise people's needs for alternative methods of communication and respond accordingly

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 recognises the importance of people's rights, interpreting them in a way that is consistent with OneMedicalGroup 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.

Quality

The post-holder will strive to improve and maintain quality, 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

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, to include:-

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Confidentiality

The Business Centre, Bank Top Farm, Blackhill Road, Otley, LS21 1PY
T: 0113 284 3158
E: enquiries@onemedicalgroup.co.uk
onemedicalgroup.co.uk

- 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, OneMedical staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.