

THE REDWELL MEDICAL CENTRE

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WELLINGBOROUGH
NORTHANTS
NN8 4UT

www.redwellmedicalcentre.co.uk

Job Description and Person Specification

Job title	Business & Compliance Manager
Line manager	
Accountable to	The Partners
Salary	£60,000 - £65,000 FTE (paid pro-rata) dependent upon experience
Hours per week	30

Job summary

To lead the Practice in all matters relating to business, estates and non-clinical compliance, optimising efficiency and overall performance, working with the Partners and other Managers to ensure the practice achieves its long-term strategic objectives in a safe and effective working environment. In particular, you will be responsible for ensuring compliance with all CQC and related standards relevant to the role.

To manage and coordinate all aspects related to the practice premises, including Health and Safety, Fire Prevention, Maintenance Management and project manage minor works.

You will be responsible for the Financial Management of the practice, maintaining and developing systems for cash management, budgetary control and internal and external reporting.

To work with and support the Operations Manager in ensuring the smooth running of the practice and ensuring contingency plans are in place.

To oversee the recruitment processes, ensuring Safe Recruiting systems are in place, advising Partners and other Managers on HR matters.

Through innovative ways of working, leading the team in promoting quality & continuous improvement, confidentiality, collaborative working, learning and development.

Ensuring the practice receives value for money in all its activities and regularly monitor and review contracts and arrangements.

To advise the Partnership in all matters pertinent to the role, working with the Partnership to implement and update the Strategic Development Plan.

Mission statement

These are the core values and principles which guide us:

Ethical: To work within an ethical framework at all times through a policy of openness and transparency. To act with integrity and be accountable for our actions.

Quality: To provide the highest possible standards of care and treatment to patients with diversity, equity and equality of access.

Patient-centered: Each patient's individual needs and experience are our first consideration and at the heart of everything we do. To convey compassion in all that we do, assessing and responding to need.

Premises: To provide our patients, staff and visitors with clean, modern and safe environment, ensuring our premises and grounds are maintained to a satisfactory standard.

Continuous Improvement: To audit and review our service, to continuously learn and improve, ensuring a learning environment, acknowledging and adapting to change and building on achievements to develop our services.

Staff: To invest in the development of staff to provide a highly skilled work force working towards a common goal. Our staff are expected to display compassion, courtesy, professionalism, consistency and integrity in all their dealings with patients, their families and with each other.

Generic responsibilities

All staff at Redwell Medical Centre have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- [Health and Safety at Work Act 1974](#),
- [Environmental Protection Act 1990](#),
- [Environment Act 1995](#),
- [Fire Precautions \(workplace\) Regulations 1999](#)
- Other statutory legislation which may be brought to the post holder's attention

Confidentiality

This organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.

It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice. The Redwell Medical Centre continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

At the Redwell Medical Centre, you will be required to complete the induction program and the practice management team will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct

All staff are required to behave and dress appropriately for their role.

Leave

All personnel are entitled to take leave and should be encouraged to take all of their leave entitlement.

Primary responsibilities

Key responsibilities

Finance: Responsible for the finances of the practice

Working with the Partners, the Operations Manager and others to:

- Ensure the organisational requirements of the practice contracts with DHSC, NHS and others are fully met and complied with
- Support the Partners, Operations Manager and the Clinical Team to develop and implement processes to maximise achievement of QOF clinical targets and enhanced services contracts
- Directly contribute to profit improvement by exploring areas for increasing income and reducing costs
- Develop and control practice budgets and financial systems, working with the Partners, Practice's Accountant and others to ensure the smooth running of the practices financial systems.
- Prepare financial budgets and cash-flow forecasts, regularly updating income and expenditure forecasts
- Management of the payroll function, ensuring accurate, timely payments to staff and compliance with Inland Revenue regulations
- Manage and maintain the Practices accounting systems, ensuring regular reconciliation of accounts, accurate coding of transactions and timely payment of suppliers.
- Regularly review staffing levels to ensure efficient operation of the practice, lead the development and regular review of an effective Workforce Planning process.
- Ensure the practice receives value for money from its suppliers, regularly reviewing contracts and controlling costs.
- Liaise with the accountant, bank and business insurance companies as appropriate or as directed by the Partners
- Oversee the administration of the NHS Pension and Stakeholder Pension Schemes
- Liaise with the ICB and payment agencies regarding queries with payments relating to the contract, e.g. Enhanced Services
- Manage the Partners drawings in consultation with the accountant, maintaining strict confidentiality in all such matters

Strategic Planning:

Working with the Partners and the Operations Manager to;

- Keep abreast of current affairs and identify potential opportunities and threats
- Assess and evaluate accommodation requirements and manage development and expansion opportunities if appropriate
- Implement and update the Practice Development Plan, overseeing the implementation of the aims and objectives
- Assist the practice in the wider community and assist with forging links with other local practices and relevant agencies and in particular working collaboratively with Wellingborough PCN
- Formulate objectives, research and develop ideas for future practice development
- To represent the practice at PCN, federation, locality and clinical commissioning or ICS level as required
- To make recommendations to the Partners for practice development with regard to enhancing patient services and potential sources of income

Human Resources: Overall responsibility for all aspects of HR

Working with the Operations Manager to ensure;

- Recruitment and selection of staff, including contracts of employment and job descriptions
- Employment Law compliance for the disciplinary and dismissal process and after discussion with the partners take any legal advice necessary
- Awareness of current employment legislation
- Development and maintenance of good employee/employer relationships
- Ensuring that members of the existing staff team are aware of any changes that occur in the practice
- To maintain good communication at all times with the practice team
- To implement pay rises/scales and increments at the appropriate time
- Responsibility for appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks
- To ensure that suitable facilities are available to enable all staff to work safely and effectively within the practice
- Be responsible for the health and safety policy and its implementation

Information Technology

Working with the Operations Manager to:

- Manage the update of appropriate information governance systems ensuring compliance with GDPR, ensuring IG and DSP toolkit requirements are met
- Ensure all Practice IT and telephone systems are functioning effectively
- Ensure existing IT is used to its full potential, keep abreast of new technology and systems advising Partners and Management on benefits, risks and costs.

- Regularly review and report information provided by the systems to guide operational decisions making, e.g. call volumes, triage outcomes etc.
- Liaise as appropriate with local IT support to ensure updates and upgrades are carried out with minimal disruption.
- Manage the updating and review of the Practice Website ensuring compliance with minimum standards and advising on improvements.
- To explore opportunities to improve efficiency within the practice, utilising AI and other IT developments to improve the service to patients and ensure VFM.

Premises and Equipment

Overall responsibility for all aspects of Premises, Equipment and Health & Safety Working with the Operations Manager:

- Responsible for the management of the building
- Represent the practice to negotiate leasing contracts and their renewals
- Liaise with NHSE for rent review purposes (every 3 years)
- Ensure property owned by the partners is safe, effective and fit for purpose
- Responsible for planning and premises expansion projects

CQC

- Oversee and maintain compliance with CQC regulations and ensure that the practice meets the essential standards and is inspection ready.
- Stay abreast of current and proposed inspection arrangements and brief Partners and others on changes required.

Communication & Reputation

- Oversee and manage the Practice's Complaint process, ensuring timely investigation and accurate responses. Ensure that systems are in place to share Learning Points and record actions and review as appropriate.
- Monitor and respond as appropriate to comments, reviews, ratings left on the NHS platform.
- Ensure compliance with the latest NHS recommendations and GDPR
- Understand and where appropriate, develop the practice communication systems
- Oversee and manage the updating of the practice's Social Media
- Build/maintain good working relationships with the NHS, ICB (or ICS), hospitals, community agencies, other GP practices, Wellingborough & District PCN and other local partners as required
- Represent the practice at meetings and seminars as appropriate
- Present a professional image and always promote the practice in a positive manner
- Share skills and expertise with others

Miscellaneous

In addition to the above you may be requested to assist with other duties which may be decided upon by the Partners from time to time.

Person Specification		
	Essential	Desirable
Education and 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 post graduate Qualification • Relevant Management, HR or Accounting qualification
Experience	<ul style="list-style-type: none"> • Experience as a Business Manager or similar, with a well-rounded knowledge of employment law and small business systems and procedures • Financial management experience including understanding of budgeting and cash flow • Experience of working in and managing teams; able to promote effective teamwork and employee satisfaction • Working in a highly computerised environment and utilising various IT solutions • A good working knowledge of Accounting Systems and Accounting principles • A thorough understanding of Confidentiality and GDPR requirement 	<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 • Having worked in a regulated environment, helping to ensure compliance with standards
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 show empathy • Delegation and empowerment of staff • Fully computer literate with excellent IT skills • Leadership skills, including excellent people management skills • Good time management • Customer Service and Complaints resolution skills • Negotiating and managing conflict • Able to manage change, managing and motivating teams to embrace new developments in a positive manner. • Networking and facilitation 	<ul style="list-style-type: none"> • Project Management • Change Management