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| **Job Title:** | Deputy Practice Manager |
| **Reporting to:** | Practice Manager |
| **Hours / Work Pattern:** | 20-25 hours per week  |
| **Location:**  | Church Street Partnership, Bishop’s Stortford  |

**Role Location**

We provide high quality primary care services across three premises all located in Bishop’s Stortford (Church Street Partnership, Thorley Health Centre and Haymeads Health Centre). Flexibility to work at the other premises when requested is required as part of this role.

You may also be expected to travel to alternative locations for training and development.

**Role Description:**

We are seeking a dynamic and experienced Deputy Practice Manager with a background in human resource management to join our team. The successful candidate will play a key role in supporting the Practice Manager in all aspects of Practice Management, with a particular focus on HR administration and employee relations.

You will have experience working within an HR department, excellent communication skills, be proficient using MS Word, Excel, and Outlook.

### Key Responsibilities:

### Work closely with the Practice Manager to support day-to-day operational activities, including staff scheduling, performance monitoring and resource allocation.

* Assist in the development and implementation of practice policies and procedures, ensuring compliance with relevant legislation and best practice guidelines.
* Attend practice business and other meetings both within and outside the practice as required.
* Undertake project work allocated by the Practice Manager and Partners.

### Human Resource Management:

### Provide 1st line HR assistance to all practice staff as appropriate.

* Manage employee relation issues, including disciplinary matters, grievances and performance management in accordance with practice policies and legal requirements.
* Responsible for carrying out staff appraisals, absence management, and performance management.
* Auditing and managing overtime requests.
* HR administration including ensuring clear and up to date contracts of employment, job descriptions, employment policies, procedures and staff handbook are in line with good employment practice.
* Develop, maintain, and update HR and training policies.

### Coordinate the recruitment process for new staff members, from advertising vacancies to conducting interviews and making hiring decisions.

### Ensure that all staff members receive appropriate induction and training, support of ongoing development opportunities.

* Regularly review training requirements of non-clinical staff including administration and reception and make recommendations.
* To liaise with lead nurses regarding training requirements for nursing staff and salaried GP mentors regarding employed GPs.
* To monitor that all mandatory training required for CQC is up to date for all staff including BLS, safeguarding and relevant e-learning modules maintaining and updating the e-learning database. Prompt line managers to regularly review training status of their teams.
* Maintaining and updating workforce planning and headcount records and completing quarterly returns.

**Patient Services:**

* Support the delivery of high-quality patient care by ensuring efficient and effective practice operations.
* Oversee processes and ensure that patient records are maintained accurately and confidentially.
* Assist in operational management decisions and patient enquiries to optimise patient access and satisfaction.

**Quality Improvement:**

* Assist in the development and implementation of quality improvement initiatives to enhance the delivery of patient care.
* Monitor and review practice performance against quality indicators and take action to address any areas for improvement.
* Support staff training and development activities to promote a culture of continuous improvement.

**Health and Safety:**

* Ensure compliance with health and safety regulations within the practice environment.
* Conduct risk assessments and implement measures to mitigate identified risks.
* Promote a safe working environment for staff and patients alike.

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**Required Skills:**

* Proven experience as HR and/or healthcare management, preferably within a healthcare or general practice setting.
* HR training/credentials or relevant field.
* Knowledge of HR functions (pay, benefits, recruitment, training, development).
* Understanding of laws and employment regulations.
* Sound knowledge of relevant legislation and regulations governing healthcare administration and CQC requirements.
* Proficient in Microsoft Office packages.
* Flexible and adaptable.
* Outstanding organisational and time management abilities, ability to work under own autonomy.
* Excellent communication and interpersonal skills, with the ability to build positive working relationships with staff at all levels.
* Proven leadership abilities, with experience managing and motivating a team.
* Problem solving and decision-making aptitude.
* Strong ethics and reliability.

## **Person Specification**

### Qualifications

#### Essential

* GCSEs A to C English and Maths
* Level 4 NVQ equivalent in Business, Human Resources, or relevant experience.

#### Desirable

* CIPD accredited course
* BA (Hons) Human Resource Management

### Experience

#### Essential

* Previous experience in Human Resources
* Experience of working in General Practice or a healthcare setting.

### Knowledge, skills, and other requirements

#### Essential

* Excellent verbal and written communication skills
* Good attention to detail and organised with excellent timekeeping.
* Ability to prioritise and manage a varied workload.
* Confident and proficient in using Microsoft Office (Excel, Word, PowerPoint)

### Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.