



Deputy Practice Manager (Maternity Cover)

Practice: Rectory Road Surgery

Contract: Maternity Cover (Fixed Term)

Start Date: Mid-December 2026

Reporting to: Practice Manager / Partners

Job Purpose

Rectory Road Surgery is seeking a proactive and organised Deputy Practice Manager to provide maternity cover from mid-December 2026.

The Deputy Practice Manager will support the Practice Manager and GP Partners in the day-to-day management and smooth running of the practice. The role will involve overseeing operational activities, managing complaints and claims, supporting staff and ensuring that the practice delivers safe, effective and patient-centred services in line with NHS requirements and contractual obligations.

The successful candidate will be a confident communicator with excellent organisational and problem-solving skills, able to manage competing priorities and work collaboratively with clinicians, administrative staff and external organisations.

Key Responsibilities

- **Practice Operations:** Support the Practice Manager and GP Partners with daily operations, staffing, resources, policies, service development and problem-solving. Deputise for the Practice Manager when required.
- **Complaints & Patient Experience:** Oversee patient complaints, including investigations, responses, record-keeping, escalation and implementing learning and improvements.
- **Claims & Contracts:** Coordinate practice claims, monitor submissions and payments, support contractual requirements and identify opportunities to maximise practice income.
- **Staff & HR:** Support staff management, recruitment, induction, training, rotas, absence management, performance and employee relations.
- **Governance & Compliance:** Assist with CQC, NHS and contractual compliance, audits, incident reporting, significant events, risk management, health and safety and mandatory training.



- Quality Improvement: Support audits, service development, continuous improvement and the implementation of practice initiatives.
- Finance & Resources: Assist with budget monitoring, invoices, purchasing, suppliers and effective resource management.
- Communication & Stakeholder Management: Liaise with staff, clinicians, patients, PCN colleagues, ICB representatives and external organisations, ensuring effective communication.
- Additional Duties: Attend meetings, prepare reports, support business continuity and undertake other reasonable duties required to support the effective running of the practice.
-

Person Specification

Essential:

- Experience in a GP practice, primary care or healthcare environment.
- Previous experience in a supervisory, management or senior administrative role.
- Understanding of GP practice operations and NHS processes.
- Experience managing complaints and handling sensitive situations.
- Excellent organisational, communication and problem-solving skills.
- Ability to work independently, manage competing priorities and maintain confidentiality.
- Professional, approachable and adaptable.

Desirable:

- Previous practice management experience.
- Knowledge of QOF, enhanced services and claims.
- Understanding of CQC, governance and quality improvement.
- Experience in HR, recruitment, and staff management.
- **Relevant management or healthcare administration qualifications.**

Personal Attributes:

- Professional, reliable, proactive, approachable, resilient and committed to delivering high-quality patient care and supporting the wider practice team.



Terms and Conditions

Contract: Fixed-term maternity cover.

Proposed start date: Mid-December 2026.

Salary: Dependent on experience and agreed practice pay scale.

Hours: To be agreed with the successful candidate.

The post holder will be expected to work flexibly to meet the operational needs of Rectory Road Surgery. The job description may be reviewed and amended in consultation with the post holder to reflect changes in practice requirements.

Equal Opportunities

Rectory Road Surgery is committed to equality of opportunity and welcomes applications from all suitably qualified candidates. The practice is committed to maintaining a respectful, inclusive and supportive working environment for patients and staff.