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| **Person Specification – Deputy Practice Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification |  | ✓ |
| Evidence of recent self-direct learning or development |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of leading multidisciplinary teams |  | ✓ |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (verbal and written) both upwards and downwards | ✓ |  |
| Previous management or supervisory experience | ✓ |  |
| IT literate including Word and Excel | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| Systmone user skills |  | ✓ |
| Effective time management (planning & organising) | ✓ |  |
| Ability to network and build relationships | ✓ |  |
| Proven problem solving and analytical skills | ✓ |  |
| Ability to motivate and train staff | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.