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| **Practice Manager - Person Specification** | | |
|  | **Necessary** | **Desirable** |
| **Academic/**  **Vocational Qualifications** | 1. Evidence of a commitment to continuing professional development | 1. Degree level certification 2. Relevant management or finance qualification |
| **Experience** | 1. Experience and success of communicating with and managing people 2. Experience of working in teams; able to promote teamwork and employee satisfaction 3. Excellent negotiating and conflict management skills 4. Planning skills and ability to prioritise | 1. Management experience in the NHS or in practice management 2. Experience of working with regulatory bodies and preparing for inspections |
| **Skills** | 1. Effective communication (oral and written) and excellent inter-personal skills 2. Approachable with the ability to listen and empathise 3. Delegation and empowerment of staff 4. Strong IT skills 5. Leadership skills, including excellent people management skills 6. A “solutions focused” approach to problem solving 7. Good time management 8. Able to complete and finish work 9. Highly computer literate 10. Customer service and complaints resolution 11. Negotiating and managing conflict 12. Understanding how to work effectively in a fast paced environment 13. Networking and facilitation 14. Ability to lead and motivate a team, creating a positive environment | 1. Project management 2. Change management 3. Premises management |
| **Qualities** | 1. Personable and approachable 2. Self-motivated and confident – able to work with minimal direction 3. Adaptable and innovative 4. Enthusiasm, with energy and drive 5. Gains respect by example, fairness. Integrity & leadership 6. Trustworthy, honest, reliable, caring and sympathetic 7. Forward thinker with a solutions focused approach 8. Confidential and conscientious 9. Hard working, reliable and resourceful 10. Willing to work flexible hours as necessary 11. Considered, steady approach 12. Diplomacy | 1. Good sense of humour |
| **Other** | 1. The ability and willingness to travel to meetings & courses | 1. Attend evening meetings as required |