

JOB DESCRIPTION

Practice Manager

Introduction

This is a full time, office based role, for a national independent Occupational Therapy Practice within the centre of Hook, Hampshire. It requires an exceptionally well organised individual with previous healthcare practice or office management experience.

As well as ensuring that the practice runs efficiently on a day-to-day basis, you will also work alongside the management team to develop and implement plans for business growth and an expanding team.

We will expect candidates to have experience of reporting to director level and a proven track record of taking ownership and responsibly within their role. You will have a strong professional ethos of striving for constant improvement.

The temperament of the person in the role is also very important. At The OT Practice we pride ourselves on being friendly and caring, but professional. As this role often requires dealing with people externally it is vital they are able to portray that message to our clients or suppliers. Internally they will need to use their own initiative to keep the company running smoothly and should always be looking for new ways to provide support to the directors and business as a whole.

Applications & enquiries

Applicants should submit a CV and covering letter to wendy@theotpractice.co.uk or if you would like to discuss the role in more detail please call Wendy on 0330 024 9910.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are a private practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The overall aim of the Practice Manager will be to ensure the smooth management of the practice with responsibility for the following core tasks:

- Managerial administration
 - Take ownership of the day-to-day activities of The OT Practice office
 - Effectively balance the people, operational and facilities requirements
 - Maintain a sound knowledge of the practice and organisational matters to be able to deal effectively with enquiries about the service
 - Manage practice correspondence and administration
 - Maintain the business continuity and disaster recovery plan
 - Maintain equipment and manage reactive repairs in line with recommendations
 - Oversee any associated facilities contracts, liaising with contractors or suppliers
 - Liaise with the domiciliary assistant to ensure a high standard of cleaning for the premises
 - Manage the ordering of equipment, supplies and stationery, ensuring effective stock control
 - Carry out audits of regulatory processes and premises to review and improve standards
 - Manage controllable costs in line with agreed budgets
 - Actively encourage office team communication, holding meetings and sharing news/updates
 - Convene meetings, prepare agenda's and ensure distribution of minutes in a timely and efficient manner
 - Deliver a high and consistent level of customer service. Responsible for first line contact with external people on the phone and in person at the office, including training staff in best practice phone manner.
 - Line manager to the Receptionist
- Practice development
 - Contribute to strategic and organisational planning within the practice
 - Monitor industry and regulatory developments which might impact on the practice and ensure the management team are advised of these and their implications for The OT Practice
 - When necessary produce proposals, with budgets and timescales, for project work
 - Manage all such projects, and ensure that the management team are kept informed of any required changes or problems
 - Represent the practice at external meetings, conferences or workshops if required

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- Undertake professional development activities that will enhance the capacity of the practice
- Human resources
 - Manage the current payroll and pensions process in conjunction with our 3rd Party service providers
 - Prepare relevant contracts of employment and administer associated paperwork
 - Ensure staff files are up-to-date and have relevant information filed
 - Oversee and organize new staff induction
 - Ensure probationary reviews and annual appraisals take place and that objectives are followed up appropriately
 - Responsible for retention and rewards, including review of our current package
 - Manage training and CPD records
 - Have an awareness of HR trends and legislative changes and report these to the management team as necessary
 - Maintain the Staff Handbook
 - Update and produce policies and procedures as required
 - Ensure the team are appropriately informed about any changes in practice policy or procedure
 - Manage and record team attendance, including holiday planning, dealing with sickness absences in a timely manner, monitoring levels of non-attendance
 - Monitor staff turnover levels and succession plan with the management team
 - Responsible for GDPR and data regulations in relation to staff
 - Respond positively at times of change, take a proactive role in change management implementation
 - Have an understanding of self-employment implications for associates
 - Oversee DBS checks via our preferred on-line provider
 - Manage health and safety compliance for the company
 - Review risk assessments received from staff and associates
 - Overall responsibility for First Aid
 - Willingness to be a Fire Marshal
 - Ensure regular checks are carried out on the fire alarm system, and that fire drills are held at predetermined intervals
 - Investigate all reported accidents and record in accordance with legislative requirements
 - Provide a safe and secure environment for all employees and visitors through the effective maintenance of the premises
 - Ensure that the management team, staff and visitors are aware of security and health and safety arrangements, and review these at regular intervals to ensure compliance
 - Encourage effective teamwork throughout the company

Outside of the main responsibilities of the Practice Manager role there may be other business development tasks we would encourage the Practice Manager to get involve with, where skills and time allows. These tasks are not core to the role and must not be taken on to the detriment of the main objectives.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Be educated to degree level, or comparable
- Have a management, HR, accountancy or finance qualification, or similar
- Senior management experience, reporting to director level

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- Understanding of Occupational Therapy or the private healthcare market
- Be conversant with all relevant business legislation, such as employment law, and health and safety legislation
- Able to own and implement people processes and HR policies across the company
- Track record of successful operational and business improvement, in similar roles where autonomous decision making and responsibility was required
- Previous experience of budget development and management to ensure tight cost control
- Be able to make decisions at pace
- Exceptional organisational skills
- Excellent administrative skills and attention to detail
- Competent with IT and excellent understanding of MS office (tech savvy)

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for the day to day running of the office, which will take a high level of organization, efficiency and sense of responsibility for it to run smoothly. Important personal skills and attributes include:

- Excellent interpersonal skills, caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Problem solver with drive and determination
- The ability to coordinate complex activities against tight deadlines
- A willingness to accept responsibility and to take the initiative
- Good at delegating and 'making things happen'
- Energise, influence, motivate and inspire the team around you
- Personal pride in your work and a sense of wellbeing from helping clients and the business
- Efficient working style and ability to juggle tasks without missing things
- Acts as a role model, demonstrates a passion for delivering a high quality service
- Excellent organisational and time management skills, demonstrate ability to prioritise and manage workload
- A strong sense of ethics and integrity

What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday, plus bank holidays and other company benefits.

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