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| Practice Manager - Person Specification | | |
|  | **Essential** | **Desirable** |
| **Academic/**  **Vocational Qualifications** | Good standard of general education  A demonstrable commitment to professional development  Relevant Management qualification, or equivalent experience | Educated to Degree or Level 7  AMSPAR qualification or equivalent  Financial qualification or equivalent |
| **Experience** | Experience of successfully managing teams  Experience of working in teams; able to promote teamwork and employee satisfaction  Financial management experience  Experience as a business/senior manager, with knowledge of employment law, leadership and small business accounts  Working knowledge of IT/Business infrastructure and MS office | Management experience in the NHS or in primary care  Experience of strategic business planning  Experience of working with regulatory bodies and preparing for inspections  Experience of EMIS Web clinical system |
| **Knowledge/ Skills** | A good understanding of the General Practice environment and the wider issues facing the NHS  A high level of communication skills - both written and oral, and the ability to present ideas in a clear, concise and visionary way.  Excellent interpersonal skills  Ability to listen and empathise  Good time management and prioritisation skills  Networking - liaising with external agencies  Managing conflict  HR skills - motivation and performance management | Detailed knowledge of the GMS contract and Primary Care Network DES  Working knowledge of clinical systems / Emis |
| **Qualities/ Attributes** | Self-motivating  Adaptable, innovative and able to multi-task  Gains respect by example and leadership  Honest, caring and sympathetic  Strategic thinking with vision  Good sense of humour, approachable and personable  Hard working, reliable and resourceful  Willing to work flexible hours as necessary  Diplomatic and tactful | Car driver / clean licence |