



ROLE PROFILE

Job Title	Practice Manager, Stoke-on-Trent
Pay scale and spinal points	A2/A3 £24,960 – £33,280 (Full Time Equivalent) 3 days per week
Reports to	Registrar
Service area	Clinic Administration
Number of staff responsible for	Three
Budget responsibility (£)	None

Purpose of Job:

To develop, maintain and oversee the patient administrative systems and procedures in the clinic, including those that relate to students in attendance as supervised trainee practitioners.

To work with the Clinic Operations Manager (CoM) to ensure the health & safety, legal compliance and smooth-running of the clinical environment.

Role Specific Responsibilities

- To work effectively with the CoM and Practice Manager (PM) (Borehamwood), to lead and work with clinical staff to ensure that the administrative standards and systems are in place to ensure the smooth and efficient running of the clinic.
- To manage and ensure there are appropriate systems in place to carry out the daily management of cash flow through the clinic. This includes patient fees, petty cash and the maintenance of daily consumables as requested by the Bursar.
- To assist the CoM, middle managers, and clinical educators in monitoring student attendance by providing input to support the Attendance and Penalty Policies.
- To monitor and provide a record of clinician's holiday requests for the Bursar and support the Clinic Operations Manager in finding holiday/sickness cover.
- To engage with the college marketing strategy, to direct and participate in clinic marketing activities and opportunities.
- To guide and support students with any administrative aspects related to their clinical learning, including knowledge and skills essential for future practice management.
- To assist the CoM in the administration and management of clinical assessments.
- To work with the clinical educators in supporting students.
- To contribute and attend the clinic Induction Day for all new students.
- To assist with the development of quality assurance procedures and to contribute to the on-going quality assurance expectations.

- To create and maintain a calendar of clinic-related events in liaison with relevant College staff, including patient focus groups.
- To oversee and manage the archive process to ensure GDPR compliance.
- to attend and actively participate (physically or online) relevant cross-college and location specific meetings as directed in order to provide input and take action where required.

In addition:

- To embrace and promote the ethos and philosophy of the College as set out in its Mission Statement, Strategic Plan and Staff Handbook.
- To display appropriate interpersonal and communication skills which, by example, students will follow and adopt in professional life.
- Ensure that all the relevant professional standards are demonstrated and upheld.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

Key Competencies:		
Personal Effectiveness	Leadership	Working in Partnership
<ul style="list-style-type: none"> • Is courteous and professional when interacting with students/the public and colleagues. • Presents a positive and professional image of self and the College when communicating. • Shows integrity and fairness when dealing with students and/or colleagues. 	<ul style="list-style-type: none"> • Understands how own work contributes to the College of Osteopath's goals. • Demonstrates a commitment to own personal development and learning. 	<ul style="list-style-type: none"> • Shares information with colleagues to deliver objectives. • Contributes to a positive team spirit and healthy working environment.

Flexibility

- In order to assist the clinical teams in supporting students on a part-time programme, there may be occasions when you will be required to attend at weekends to participate in e.g. Saturday Clinic, Open Days, Programme Committees and student clinical assessments. Such duties, however, will fall within the scope of the post, and be at the appropriate level.

Health and Safety

- To support clinical teams in ensuring safe and efficient delivery of service by adhering to health and safety protocols within the clinic and reducing risk.

The College's Commitment to Equality

- To support the College's commitment to equality of opportunity in the provision of the service the College delivers to students, patients and the public.

Information Security (including use of IT)

- In order to protect the confidentiality, integrity and availability of information, employees will comply with the College's policies to cover IT use, electronic communication & government legislation on data storage & protection.

Safeguarding of Students Patients and the Public

- The College is committed to safeguarding students, patients and the public. Safe recruitment of staff is central to this commitment, and the College will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to students, patients and the public. All staff employed to work at the College must be competent.

PERSON SPECIFICATION

Qualifications Required

Type	Level required
Professional qualifications/membership	
Education	Educated to at least A-level standard or equivalent with GCSE Maths and English or equivalent and/or NVQ Level 3.

Technical / Knowledge Requirements

Type	Description
Knowledge & Experience	<p>Experience of working in a similar administrative environment.</p> <p>Experience of working independently with minimum supervision.</p> <p>Experience of managing a varied workload with differing demands on your time.</p> <p>Experience of offering solutions to student/colleagues enquiries</p> <p>Experience of supporting clinicians/academic staff in carrying out their activities.</p>

	<p>Experience of using and administering databases, including creation and problem solving.</p> <p>Experience of processing orders/invoices and financial management.</p> <p>Experience of using social media to raise awareness/promote the clinic services</p> <p>Experience of data collation, analysis and presentation of data.</p> <p>Experience of enhancing the student experience demonstrated through external scrutiny (eg NSS).</p> <p>Experience to responding to students effectively including signposting to colleagues.</p>
Information Technology	Ability to use Microsoft office – Word, Excel and Outlook and the College’s virtual learning environment (VLE).

Competencies

Competency	Levels 1 & 2
Personal Effectiveness	<ul style="list-style-type: none"> • Passes on information accurately and promptly • Listens carefully to others and asks questions for clarification • Presents ideas and views with confidence and clarity • Writes fluently and succinctly using appropriate style • Adopts a clear and professional telephone manner • Deals with confidential or sensitive issues discreetly • Is open and honest when communicating with others • Respects the opinions of others and acknowledges opposing viewpoints • Consistently acts in a way that promotes equality and diversity • Demonstrates impartiality and objectivity when taking actions and making decisions • Shows empathy and understanding for the feelings of, and situations faced by others • Is aware of own responsibilities for the health, safety and welfare of self and others • Demonstrates a positive attitude and approach to work • Is self-motivated, undertaking relevant tasks and activities without always having to be asked • Copes effectively with work-related pressures and setbacks • Is flexible and adaptable to changing goals and circumstances • Acts quickly to deal with potential problems • Ensures own work is of a high quality, accurate and timely • Strives to improve on past standards of performance • Manages time and prioritises work to maximise productivity and effectiveness

	<ul style="list-style-type: none"> • Displays conscientiousness in getting the job done to the best of ability
Leadership	<ul style="list-style-type: none"> • Prioritises and plans own work based on an understanding of the 'bigger picture'. • Approaches change positively. • Volunteers to take on new challenges and learn new skills.
Working in Partnership	<ul style="list-style-type: none"> • Actively contributes ideas in team meetings or discussions • Appreciates the demands on team colleagues and willingly provides them with support • Can agree to compromise where appropriate • Shares information and knowledge with those outside of own team • Readily and effectively works with representatives of partner organisations