



ROLE PROFILE

Job Title	Practice Manager (Stoke)
Pay scale and spinal points	A2: £22,880 – 27,040 (FTE, 40 hours per week) 3 days per week (24 hours, Weds, Thurs & Fri)
Reports to	Head of Clinical Education
Service area	Clinic Administration
Number of staff responsible for	None
Budget responsibility (£)	None

Purpose of Job:

To develop, maintain and oversee administrative systems and procedures to ensure the smooth-running of the clinical learning environment.

Role Specific Responsibilities

- To oversee the smooth running of the clinic reception and the day to day duties of the Clinic Administrator.
- To be responsible for and oversee all tasks related to the monthly monitoring of patient and cash flow at the Stoke clinic, including the submission of reports to the Bursar.
- To be responsible for the banking of the clinic takings at the Stoke clinic.
- To work in collaboration with the Head of Clinical Education (HCE) in order to produce the data required (e.g. patient numbers, daily takings) for SMT & BoG reports.
- To take ownership, manage and be responsible for all administrative tasks involved in the clinical assessment process.
- To work with the HCE to analyse clinic data to ensure capacity is continuously monitored and managed.
- To be responsible for the organisation and monitoring of the marketing activities at the Stoke Clinic, in collaboration with the Marketing Lead.
- To manage and be responsible for monitoring and implementing the procedures and processes to run the clinic library.
- To assist the clinic tutors in supporting students when in clinic and signposting when appropriate.
- To assist the HCE, and tutors in monitoring student attendance and implementing policy as directed.
- To assist the HCE and Clinic Manager (Borehamwood) in managing, sourcing and recording patient feedback.

- To collaborate with the Clinical Manager (Borehamwood) to ensure relevant operational documents e.g. the Clinic Log Book are updated regularly.
- To manage the student clinical records.
- To oversee and manage the administration of the Osteopath Observation Scheme.
- To organise, 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 QAA inspection process for the clinic.
- To provide relevant IT support for staff & students, in order to assist access to e.g. the College's VLE, databases and IT packages used in the clinic.
- To oversee, in collaboration with the HCE and Clinical Manager (Borehamwood), all GDPR requirements at the Stoke Clinic.
- To work with the Bursar, Clinical Manager (Borehamwood) on Health & Safety tasks relevant to the Stoke Clinic.
- To attend and actively participate (physically or via skype) 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. • Ensures colleagues / students / team members communicate effectively with each other • Maintains composure in difficult situations or when faced with strong 	<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.

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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. 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>Significant experience of working in a similar administrative environment.</p> <p>Significant experience of working independently with minimum supervision.</p> <p>Significant experience of managing a varied workload with differing demands on your time.</p> <p>Significant experience of financial management.</p> <p>Experience of supporting clinicians/academic staff in carrying out their activities.</p> <p>Experience of using excel for the creation of data reports.</p> <p>Experience of data collation, analysis and presentation of data.</p> <p>Experience of using social media to raise awareness/promote the clinic services</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	Significant experience and ability of Microsoft office – Word, Excel and Outlook.

Competencies

Competency	Levels
Personal Effectiveness	<ul style="list-style-type: none"> • Uses questions to explore and develop a deeper understanding of the needs of others • Successfully handles questions, objections and challenges. • Explains facts and expresses views and opinions with clarity and conviction • Challenges the views or actions of others in a constructive but firm manner • Uses a range of communication styles to influence the decisions and actions of others • Establishes and maintains an effective network of working relationships • Ensures colleagues / students / team members communicate effectively with each other • 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

	<ul style="list-style-type: none"> • 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 • 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. • Learns from the skills and experience of others.
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