

Person Specification – Practice Manager Riverview Medical Centre	
ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
Experience of working at management level	Experience of working in a GP surgery at senior management level
Knowledge of employment law, health and safety legislation and risk assessment.	Experience of managing change / service development
Experience of recruitment, staff appraisals, performance management, handling grievances and disciplinary issues	Experience of using accountancy software
Skilled in motivating staff and managing teams	Management / HR / finance qualifications
Knowledge of financial management of budgets and financial forecasting. Experienced in handling payments, managing accounts and payroll	Facilities management experience
Experience of complex administration and record keeping	Interest in improving patient care from a systems perspective
Able to devise and implement administrative procedures	Experience of using clinical IT systems
IT excellence – able to learn and use new software	
Familiar with and able to ensure GDPR compliance	
Experience of dealing with the public	
Strong leadership and negotiation skills	
Conflict resolution and complaint handling experience	
Demonstrable strategic and business management experience	
Excellent problem solving skills	
Excellent organisational skills	
ESSENTIAL (PERSONAL)	DESIRABLE (PERSONAL)
Honest, reliable, trustworthy and sympathetic	Comfortable with self-directed development
Good communicator (verbal and written)	Evidence of previous job stability
Can network and works effectively as part of a multi-disciplinary team	Ability to work flexibly if required
Can work autonomously and is resourceful and self-motivated	
Able to grasp new concepts and self-direct own learning	
Diplomatic, caring, calm under pressure and resilient	
Good sense of humour	
Adaptable and proactive	