

## Practice Manager Person Specification

	<b>Necessary</b>	<b>Desirable</b>
<b>Academic/ Vocational Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to a minimum of A levels or equivalent</li> <li>• Evidence of a commitment to continuing professional development and training in different areas of management</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant business, management, HR or finance qualification or degree</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of, and success at, motivating and managing people</li> <li>• Experience of working in teams and able to promote a team spirit</li> <li>• Familiar with employment law and employment-related legislation</li> <li>• Business planning</li> <li>• Working in an IT-dependent environment</li> <li>• Financial management including managing budgets and financial forecasting</li> </ul>	<ul style="list-style-type: none"> <li>• Contingency planning to ensure business continuity</li> <li>• Project management</li> <li>• Facilities management</li> <li>• Health &amp; safety</li> <li>• Risk assessment</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Excellent inter-personal skills</li> <li>• Delegation skills</li> <li>• A "solutions focussed" approach</li> <li>• Makes things happen</li> <li>• Good communicator (oral and written)</li> <li>• Ability to listen and empathise</li> <li>• Mentoring/coaching</li> <li>• Competent with use of office IT</li> <li>• Chairmanship and co-ordination</li> <li>• Good time management</li> <li>• Problem solving</li> <li>• Negotiating</li> <li>• Able to manage change</li> <li>• Networking</li> <li>• Facilitation</li> <li>• Managing conflict</li> </ul>	<ul style="list-style-type: none"> <li>• Organised &amp; decisive in implementing a vision</li> <li>• Process management</li> <li>• Ability to develop comprehensive systems to solve organisational problems</li> </ul>

<p><b>Qualities</b></p>	<ul style="list-style-type: none"> <li>• Empathy for the healthcare/public service environment</li> <li>• Self motivated – able to work with minimal direction</li> <li>• Ability to work steadily towards goals regardless of distractions</li> <li>• Adaptable, innovative, forward looking</li> <li>• Enthusiasm, with energy and drive</li> <li>• Gains respect by example and leadership</li> <li>• Honest, caring and sympathetic</li> <li>• Strategic thinking with vision</li> <li>• Good sense of humour, personable</li> <li>• Hard working, reliable and resourceful</li> <li>• Willing to work flexible hours as necessary</li> <li>• Considered, steady approach</li> <li>• Diplomacy</li> </ul>	
<p><b>Other</b></p>		<ul style="list-style-type: none"> <li>• Ability to travel to meetings outside the practice.</li> </ul>