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| <Insert practice logo here…> |  |

**Person Specification Template – Practice/Business Manager**

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| **Criteria** | **Essential** | **How identified** | **Desirable** | **How identified** |
| **Qualifications**  **(Academic/Professional)** | *<Degree> (or equivalent experience)* | Application | *<Specific accredited managerial qualification, leadership, budget management, finance qualification / experience>* | Application |
| **Previous Experience**  **(Nature & Level)** | *<Working knowledge of GP practices including contracts, funding streams etc.>*  *<Broad range of management/leadership experience including all aspects of staff management and development, health & safety, policy and service development and budget control>*  *<Experience in leading strategy and developing plans to deliver to targets>*  *<Strong knowledge of current changes in the NHS and implications for general practice>* | Application  /Interview | *<Significant experience at a senior level within general practice>*  *<Working knowledge of clinical computer system in place>*  *<Contracting / commissioning experience>*  *<Experience or knowledge of the CQC, its standards and practice requirements to meet them>*  *<Experience or knowledge of QOF, and practice requirements to achieve within it>* | Application  /Interview |
| **Evidence of Particular**   * Knowledge * Skills * Aptitudes | *<Excellent interpersonal skills including advanced communication skills, both written and verbal>*  *<Capability to lead a team in a highly motivated and inspiring environment>*  *<Good networking skills and confidence in liaising and building strong relationships with stakeholders at all levels internal and external to the practice>*  *<Ability to manage and develop staff taking care of their welfare and developmental needs>*  *<Ability to prioritise, work to tight and challenging deadlines, and manage complex and multiple pieces of work>*  *<Patient-centred values base, Good listener and caring nature>*  *<Ability to manage time and delegate effectively>*  *<Able to manage conflict>*  *<Enthusiastic with energy and drive, Self-motivated and able to work with minimal direction>* | Application  /Interview | *<Long term commitment to the role>*  *<Employment history which demonstrates previous commitment>* | Application  /Interview |
| Physical Requirements | *<All appointments are subject to satisfactory medical clearance and the ability to cope with the demands of the role>* |  |  |  |
| Special Requirements  * **Unsociable Hours** | *<Flexible to accommodate the occasional evening or early morning meeting according to the needs of the service>* |  |  |  |
| Travelling  * **Driving Licence** | *<Full driving licence and the ability to travel between locations>* |  |  |  |