

## Assistant Practice Manager Vacancy at Cove Bay & Kincorth Medical Centre



An exciting opportunity has arisen for a motivated, experienced manager to join our friendly and dynamic GP practice team in the role of Assistant Practice Manager.

We are a forward thinking, patient centred practice seeking an individual with strong leadership and organisational skills to support the smooth day-to-day running of our surgery. You will work closely with the management and clinical team to ensure the delivery of high quality care in a well-managed environment. Hourly rate will be commensurate depending on skills and experience.

### **Main Duties of the Job**

As Assistant Practice Manager, you will:

- Support the management team in overseeing administrative and operational functions
- Supervise and support reception and administrative staff, including rotas, reviews and performance management
- Help manage reception complaints, incidents and patient feedback in line with practice policy
- Coordinate IT systems and support the use of clinical software
- Deputise for the management team in their absence

## About Us

We are a well-established GP surgery with a list size of approximately 14,500 patients, supported by a dedicated team of GP's, nurses, administrative staff and other healthcare professionals. We pride ourselves in delivering high quality patient care in a supportive and inclusive working environment.

### Essential:

- Monday to Friday working required with full or part time hours considered.
- Demonstrate leadership skills and the ability to work well in a team-oriented atmosphere
- IT literacy with proficiency in Microsoft Office
- High level of accuracy and attention to detail
- Strong organisational and time management abilities
- Excellent communication and interpersonal skills to interact with patients and staff
- Ability to prioritise, multitask, problem solve, make decisions and work under pressure
- Commitment to continuous improvement and high-quality service delivery
- Flexibility to work occasional extended hours for practice needs
- Competence in handling confidential information with discretion
- Committed to teamwork and continuous improvement

### Desirable:

- Previous experience in a management or supervisory role within a general practice setting
- Knowledge of NHS policies and procedures
- HR qualification in healthcare administration, business management or related field
- Knowledge of financial management processes
- Minute-taking and report-writing skills
- Driving license and access to transport due to being a two site practice

Come join us in making a difference in patient care while developing your skills in a supportive and collaborative environment.

Informal enquiries should be directed to Susan Gillan, Practice Manager by calling 0345 337 1170.

Please see attached job description and apply in writing or by email with CV and covering letter outlining your suitability for the role to:

Susan Gillan  
Practice Manager  
Cove Bay Health Centre, Earns Heugh Road, Cove Bay, Aberdeen, AB12 3FL  
gram.kincorthadministrator@nhs.scot

Closing date is Thursday 31<sup>st</sup> July 2025

More details about our practice is available on our website:

[www.covebayandkincorthmedical.co.uk](http://www.covebayandkincorthmedical.co.uk)