

Job Description

1. Job Details

Job Holder:

Post: Assistant Practice Manager

Location: Kincorth/ Cove Bay Medical Centre

Reports To: Practice & Operations Manager

Escalation: Practice Manager

2. Job Purpose:

To support the Practice, Operations & Office Manager with the day to day running of the practice.

3. Main duties & responsibilities may include:

- Ensure operational tasks are undertaken on a daily and weekly basis
- Update and maintain office protocols
- Create, maintain and update IT and HR files
- Delivery and overseeing of training to administrative staff, promoting best practice, complying with mandatory legislation and maintaining accurate training records
- Responsible for staff appraisals and performance meetings in conjunction with the Office Manager
- Attending meetings, preparing agenda and provision of minutes
- Provide cover for management team
- Provide support for all healthcare professionals as appropriate
- Oversee building maintenance
- Overseeing audits as appropriate

4. Review of Work

Objectives agreed annually with Practice Manager and Operations Manager. Review meetings with Practice Manager and Operations Manager to check progress and or to seek guidance. Appraisals are held annually.

5. Communications and Working Relationships

As a member of the practice team, you will strive to maintain good working relationships with your colleagues and other healthcare professionals both internally and external to the organisation. Continuous communications are essential with two-way feedback.

6. Most Challenging Part of the Job.

Managing and prioritising workload effectively, reacting to changing priorities within an extremely busy environment where the work pattern can be unpredictable

7. Skills required:

- Strong leadership, management and communication skills
- Excellent organisational and problem-solving abilities
- Proficiency in IT
- Ability to work effectively as part of a team and build strong working relationships
- A commitment to quality, patient safety, and continuous improvement