

## Office Manager

The closing date is 04 April 2023

### Job summary

Four Elms Medical Centres are in search of a full time Office Manager to join our friendly and supportive team.

Based in Cardiff, Four Elms is a well-run, high-earning, innovative, and sustainable practice. We also run a large practice in Newport which offers us the scope and capacity to work with our employees to look at their career plan over the longer term.

The successful candidate will work alongside an established management team which includes a Business Manager, Practice Manager and Branch Manager, who oversees the running of our Newport Surgery.

Candidates can create a job that works for both them & us, as we aim to help people fit the job around their own lives. If you would like to work with us you will find a supportive team who encourage innovative thinking, challenge the status quo and value personal development.

### Main duties of the job

#### Key Responsibilities

The following are the core responsibilities of the Office Manager. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

The Office Manager is responsible for:

- a. Supporting the Practice Manager in the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities.
- b. Managing the Practice accounts and finance.
- c. Overseeing the administrative and claims elements of QAIF, liaising with GPs, nursing staff and administrators.
- d. Leading the management of the clinical system, ensuring IT security at all times and responding to and resolving all local IT and telephony issues.
- e. Guiding staff and developing searches and audits on the clinical system.

- f. Reviewing and updating clinical templates ensuring they relate to current practice.
- g. Managing contracts for and highlighting issues with services i.e., cleaning, gardening, window cleaning, lift maintenance etc.
- h. Assisting the team to reach QAIF targets (supported by the nursing and administrative leads).

### **About us**

Four Elms Medical Centre based in Pengam Green, with a further Branch Surgery in Cardiff Royal Infirmary; and Ringland Medical Practice based in Newport are both well-run, high-earning, innovative and sustainable practices. The successful candidate would work alongside an established team of managers, receptionists, administrative staff, GPs and our other allied health professionals, which includes physiotherapists, a mental health first contact practitioner, a team of ANPs & practice pharmacist. Travel between the Cardiff and Newport sites is necessary for this role.

We place great importance on personal development and learning. We have an annual training programme which covers not only the compulsory and statutory training required of us but also additional courses which we feel enhance our staff's ability to complete their work to a higher standard. From the start you will be encouraged to suggest new ways of working and to highlight possible improvements. We want you to feel part of the team.

Four Elms Medical Centre, Cardiff.  
Two purpose built buildings offering comfortable working conditions.  
15,800 patient list.

Ringland Medical Practice, Newport.  
Health Board owned Medical Centre relocating to a purpose built Health Centre in the near future.  
8,500 patient list size.

### **Job description**

#### Job responsibilities

For further information regarding the job and candidate requirements please see the Job Description and Person Specification.

### **Person Specification**

#### Qualifications

#### Essential

Good standard of education with excellent literacy and numeracy skills

Desirable

Educated to A-level/equivalent or higher with relevant experience

Leadership and/or management qualification

AMSPAR qualification

Experience

Essential

Experience of working with the general public.

Desirable

Experience of working in a healthcare setting

Experience of managing multidisciplinary teams

Experience of performance management, including appraisal writing, staff development and disciplinary procedures

Experience of successfully developing and implementing projects

NHS/ Primary Care general practice experience

Relevant health and safety experience

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Four Elms Medical Centre

Sterling Close

Ffordd Pengam, Pengam Green

Cardiff

CF24 2HB

Employer's website

<https://fourelmsmedicalcentres.co.uk>