

JOB DESCRIPTION	
Job title:	Practice Manager – Primary Care
Team/Department:	Primary & Community Care Division
Location:	TBA
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Operations & Transformation Manager
Job titles reporting to the post holder:	Service Manager Senior Administrator/Team Manager
Date the role profile was revised:	June 2025

JOB PURPOSE

The post holder will be responsible for:

- To manage and coordinate all aspects of organisational functionality of the practice and community services, motivating and managing staff, optimising efficiency and financial performance, and ensure that confidentiality for patients and our people is maintained. Work creatively to ensure that the organisation achieves its long-term strategic objectives in a safe and effective working environment.
- Through digital innovation and process redesign, streamline ways of working, lead the team in promoting Equality, Diversity & Inclusion; ensure the Health, Safety, Sustainability and Maintenance of the premises; participate and support continuous Quality Improvement. Working across the IC24 Primary Care Group, ICB and with local PCN and Federations, develop collaborative working, innovative service delivery and integration, and encourage learning and development for clinical and non-clinical colleagues.
- To be the Registered CQC Manager for your practice to ensure the organisation complies with UK legislation and both NHS and CQC regulations.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The Practice Manager, Primary Care will report to the Operations and Transformation Manager, Primary Care. All managers in the Primary Care group will work directly with the Primary Care Clinical Director, and the practice clinical lead, and local team(s) to deliver the range of GMS services at a specified practice.

The post holder will ensure that these services are delivered in an efficient and safe way meeting all people, performance finance and quality standards.

The Practice Manager will be supported by the Operations and Transformation Manager, and for key change programmes, the Head of Design and Development and Head of Performance Delivery who will guide improvement initiatives. The Primary Care group reports to the Primary & Community Care Divisional Triumvirate.

The post holder will provide effective and visible leadership to their team and set the standards required to ensure that all essential requirements and agreed objectives will be met.

The post holder will work alongside other primary care colleagues to support the design and implementation of quality improvements and new models of service delivery.

The post holder will represent their practice and the IC24 Primary Care Group at external meetings; develop partnerships and maintain relationships with stakeholders and the PCN.

The Practice Manager will ensure the practice provides high quality care through a stable and committed team; providing services that meet CQC standards and are delivered within budget.

Strategy & Performance

- To provide strategic leadership, bringing IC24 strategic values to life – Respect, Innovation, Care and Excellence
- Deliver the local business plan and system objectives for Primary Care in the locality
- Strategy and business planning, new income streams and local business cases.
- Develop multi-channel access for patients – remote digital, telephone and in person
- Attendance at relevant role related meetings, conferences, including Federation, PCN, ICB, to ensure insight and awareness of strategic change
- To take an active lead in working with stakeholders to ensure growth of the practice, the development of new services and potential to maximise practice income.
- Year planner of important deadlines, with plans to achieve outputs
- Accountable for maintaining CQC registration; ensure compliance with all policy's with evidence of the standards being maintained.
- Be the conduit for IC24 updates; PCN and Federation feedback/changes/ news; changes to clinical policy and new projects or ways of working.
- Awareness of all GMS responsibilities.
- Provide performance reporting weekly/monthly as required under operational governance

People & Management

- To lead, motivate and engage team, providing team meetings, 121 supervision and performance development and recognition (PDR)
- Ensure all people have clinical and non-clinical development opportunities
- To comply with all IC24 People policies and standards
- To line manage the Service Delivery Manager/Team Manager
- To operationally. manage the Lead Nurse.
- Collate and report monthly workforce data.
- Conduct regular 121 and Appraisals.
- Arrange regular staff meetings, clinical/non-clinical.
- Schedule the agenda, lead and record all staff/management meetings.
- Clinical meetings ensure the standing agenda is compliant with CQC requirements.
- Ensure all people effectively access and engage with the practice reference system - TeamNet

Recruitment

- Responsible for Recruitment and Selection working through IC24 People resource teams.
- Complete and submit relevant forms immediately relating to job offers, contract changes, resignations; absences to People team,
- Assess staff skills and training requirements with the Service Delivery Manager.
- Ensure all staff adhere to IC24 Values
- Ensure staff are all up to date with mandatory training.

Quality:

- To manage and ensure the safe, efficient and effective running of the practice.
- To ensure patient services are delivered to a high standard of safety, quality of care and reliability
- The Practice manager will be the CQC Registered Manager
- Ensure the practice maintains CQC standards at all times.
- Sustain all regular audit processes and reporting for assurance
- Active engagement with patient representatives through the Patient Participation Group (PPG)
- Provide outreach to the wider community

Complaints and Significant Events

- Patient complaints, Incidents and Near Misses – will be received by the Practice Manager
- Responsible for investigating complaints and incidents with guidance from the IC24 Quality & Governance team
- All incidents and complaints to be recorded on Ulysses
- You will lead significant event reviews and incidents and ensure learning is captured and improvement implemented by practice team.

Finance

- Financial planning and forecasting, monthly review of income versus expenditure.
- Lead with QOF planning ensuring that resources are available to deliver the activity;
- Ensure all monthly/annual returns are submitted in a timely manner.
- Ensure the Practice maximises all available funding streams - . LCS, Legacy claims, Enhanced Services; QOF, QI ILF, MOIS, CQRS, PCSE, PPA claims
- Controls expenditure within budget
- Seeks creative solutions to contain spend; maintain quality and achieve financial balance

Building Management

- Manage all contractors on site and against contract ie cleaners.
- Accountable to ensure all H&S, Fire testing and hazardous waste procedures are followed.
- Ensure the safety of the external environment ie Grounds maintenance
- Ensure the site remains compliant under the terms and conditions of its Insurance
- All equipment maintenance, repair and calibration.
- Security of site, people and patients
- Sustainability

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of

children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications	Degree or equivalent qualification or level of experience	Finance, Business or Management Qualification Level 5; AMSPAR; QSIR or similar	Application/ Certificates/ Interview
Experience and Training	<p>GP Practice Manager Experience</p> <p>Experience of managing a small business or a department in a larger business</p> <p>Registered Manager for CQC - Care Quality Commission Standards</p> <p>Experience of people management, inc poor performance & disciplinaries</p> <p>Experience of HR management, including recruitment, training, performance and appraisals</p> <p>Good knowledge of UK employment law, H&S legislation and Fire Regulations</p> <p>Experience of Policy Implementation</p> <p>Experience of writing reports</p> <p>Experience of organising and minuting meetings</p> <p>Experience of managing change</p>	<p>NHS Management Experience</p> <p>Experience of EMIS GP software, including in reporting and searches</p> <p>Knowledge of Infection Control</p> <p>Experience of writing/updating policies</p> <p>Experience of putting together business cases including financial analysis/forecasting</p> <p>Experience of giving presentations</p>	Application/ Interview

Requirements	Essential	Desirable	How identified
Practical skills	<p>Strong leadership, interpersonal and team working skills</p> <p>Management skills</p> <p>Excellent numeracy skills</p> <p>Excellent IT skills, Microsoft, Word, Excel and emails</p> <p>Organisation and prioritising skills</p>		Application/Interview
General	<p>Honesty and integrity</p> <p>Excellent communication both verbal and written</p> <p>Collaborates with others to great the best results.</p> <p>Organisation and prioritising skills</p> <p>Takes ownership for issues and delivers results</p> <p>A flexible and adaptable approach with a willingness to do what it takes to get the job done</p> <p>Ability to manage a varied and busy workload</p> <p>Highly personable individual who puts people at the heart of what they do</p>		Application/Interview