Title: PRACTICE MANAGER
Accountable to: Managing Director
Hours: Full-time (37.5 hours per week)
Salary: £21,500 – £25,350 dependant on experience

JOB SUMMARY:
- Ensure the smooth and efficient running of the Clinic, meeting patient needs.
- Maintain and develop IT systems.
- Keep up to date with current market and healthcare trends to develop the Clinic.
- Working on and managing the reception desk.
- Ensure the Clinic complies with relevant legislation.

JOB RESPONSIBILITIES:

Finance
- Manage the company accounts and prepare year-end accounts. Submit monthly figures.
- Reconcile bank accounts.
- Manage practice expenditure and reconcile income/expenditure statements.
- Seek opportunities to maximise income and reduce expenditure.
- Manage the company payroll system and workplace pension scheme, including the payment of both salaried and self-employed staff.
- Manage cash/cheque handling and recording and petty cash.
- Manage cash-flow and ensure outstanding patient balances are paid.
- Responsible for invoice processing and managing outstanding balances.
Human Resources

- Ensure the Clinic is adequately staffed.
- Provide leadership and management to the reception team.
- Manage reception holiday rotas, sickness leave and absence.
- Ensure the Clinic complies with the latest employment legislation and update policies and employment contracts.
- Work to build and maintain an effective team. Ensure all staff communicate effectively so that the Clinic runs smoothly.
- Arrange and chair regular staff meetings.
- Monitor staff performance and identify training areas. Arrange appropriate training sessions.
- Recruit and train administrative staff.

Information Technology

- Develop and maintain the Clinic’s diary system (Freehand Clinic Manager)
- Have overall responsibility for the Clinic’s IT systems, and contact outside agencies where necessary.
- Seek opportunities to optimise the current system and present this to the Director.
- Ensure the Clinic meets the requirements of the Data Protection Act and enforce changes in line with GDPR.

Premises, Equipment & Supplies

- Ensure the building is well-maintained and cleaned and equipment is serviced. Organise repairs as necessary.
- Maintain contracts with suppliers and renew or review where necessary.
- Maintain efficient systems for stock ordering.
- To be the point-of-contact for room hire personnel.
- Ensure that security policies and systems are followed by all staff and personnel.

General

- Oversee the organisation of Pilates and Tai Chi.
- Ensure that patient confidentiality is maintained at all times.
- Correspond with health insurance companies to maximise cash-flow and ensure remittances are provided on time.
• Take the lead in managing situations that may affect the Clinic.
• Dealing with any complaints.
• Managing the companies social media pages.

There may be a requirement for training to take place on some weekends initially however time in lieu will be given.

This job description is not exhaustive and there will be other duties and responsibilities which are not outlined in this list.