



Job description for Practice Manager

Job role

Ensure the efficient day-to-day management of the practice and patient journey, following practice protocols

Personnel

- Take line management responsibility for dental receptionists and dental nurses including responsibility for motivation, objective setting and appraisals
- Arrange for and undertake the recruitment and selection of permanent and temporary staff in conjunction with the practice owner
- Arrange staff induction and training
- Organise disciplinary and grievance arrangements in line with practice policy
- Keep and monitor staff records particularly about sickness absence and annual leave, immunisation, GDC certificates and indemnity cover
- Keep the practice's contracts of employment up to date, including variation of contracts
- Co-ordinate arrangements for appraisal
- Organise, attend and participate in practice meetings
- Supervise locum members of staff when required and take them through an induction of practice procedures to aid the smooth running of the day and your work.

Finance

- Take responsibility for and supervise all banking procedures, including deposits, payments and checking streamline statements
- Ensure practice banking is done weekly and all outstanding deposits are banked at the end of each month
- Ensure reception receipts are balanced daily and are accurate
- Check and monitor patient plan activity returns and receipts, including monthly schedules
- Arrange the payment of staff, associates and hygienists
- Oversee and manage the patient payment policy, including collection of overdue payments in line with practice policy
- Ensure supplier invoices are correctly submitted and allocated using the practice Invoice Management system and prepare a monthly payment report for payment of suppliers using QuickBooks accounting software
- Check that the practice dental materials spend stays within the agreed monthly budget.

- Responsible for negotiating the best deal with our suppliers

Patients

- Maintain high standards of customer service for all patients
- Effective operation of the patient recall system
- Implementation of the practice complaints procedure
- Deal with patient queries which cannot be dealt with by other team members
- Ensure that the patient journey and ethos of patient care at Gunn Dental is being practiced by all team members

Administration

- Keep all practice documentation up-to-date and organised, including policies, procedures and handbooks
- Maintenance of the practice computer system including back-ups and antivirus software
- Manage computer files so that they are organised and accessible, or restricted where confidential material is involved
- Deal with practice mail, in conjunction with the practice owner
- Organise dates for monthly team meeting 4-6 months in advance.
- Prepare the agenda, arrange presentations and chair team meetings
- Record and distribute accurate minutes for team meetings

Equipment and health and safety

- Liaise with supplier representatives as necessary
- Ensure practice compliance with health and safety requirements
- Ensure that practice equipment is serviced and maintained, and this is recorded in maintenance logs
- Ensure audits for Infection Control are being completed and action taken as necessary
- Arrange team refresher and update mandatory training, including medical emergencies and CPR
- Ensure compliance records are up to date, including COSHH.
- Ensure any accidents or near misses are recorded and reviewed
- Ensure that there are robust plans in place for dealing with a medical emergency

Data Protection Officer duties

- Ensure the practice team is informed of individual obligations arising from GDPR/Data protection law
- Monitor compliance with GDPR and remedy deficiencies, or raise them with the practice owner
- Ensure staff are aware of relevant aspects of data protection law and of their duties and responsibility relating to data protection and patient confidentiality
- Seek advice where necessary, and provide advice to the practice and practice staff regarding data protection law

- Complete data impact assessments as necessary
- Co-operate with and act as a contact point for the Information Commissioners Office, as appropriate

Other duties

- Support the practice owner to ensure practice compliance with regulatory requirements of Care Quality Commission
- Other duties as necessary for the efficient operation of the practice (possibly including the duties and tasks of a dental nurse in exceptional circumstances if registered) and working as a receptionist occasionally to cover short term staff absence