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| Person Specification – Practice Operations Manager | | |
| Qualifications | Essential | Desirable |
| Educated to degree level or relevant experience in healthcare or business | ✓ |  |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification |  | ✓ |
| Experience | Essential | Desirable |
| Experience of working with the general public | ✓ |  |
| Experience of managing accounting procedures including budget and cash flow forecasting | ✓ |  |
| Experience of working in a health care setting |  | ✓ |
| Experience of managing teams |  | ✓ |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures |  | ✓ |
| Experience of successfully developing and implementing projects | ✓ |  |
| Experience of workforce planning, forecasting and development | ✓ |  |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience |  | ✓ |
| Experience of chairing meetings, producing agendas and minutes | ✓ |  |
| Skills | Essential | Desirable |
| Ability to identify, exploit and negotiate opportunities to enhance service delivery |  | ✓ |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong appreciation of customer service skills | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Excellent leadership and management skills | ✓ |  |
| Strategic thinker and negotiator | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| Experience of using SystmOne |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to network and build relationships | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to mentor, train and motivate team members | ✓ |  |
| Personal Qualities | Essential | Desirable |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| Other requirements | Essential | Desirable |
| Awareness of diversity issues and able to work in a positive,  non-discriminatory way | ✓ |  |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence | ✓ |  |