

RANGIORA VET CENTRE (RVC)

Job Description

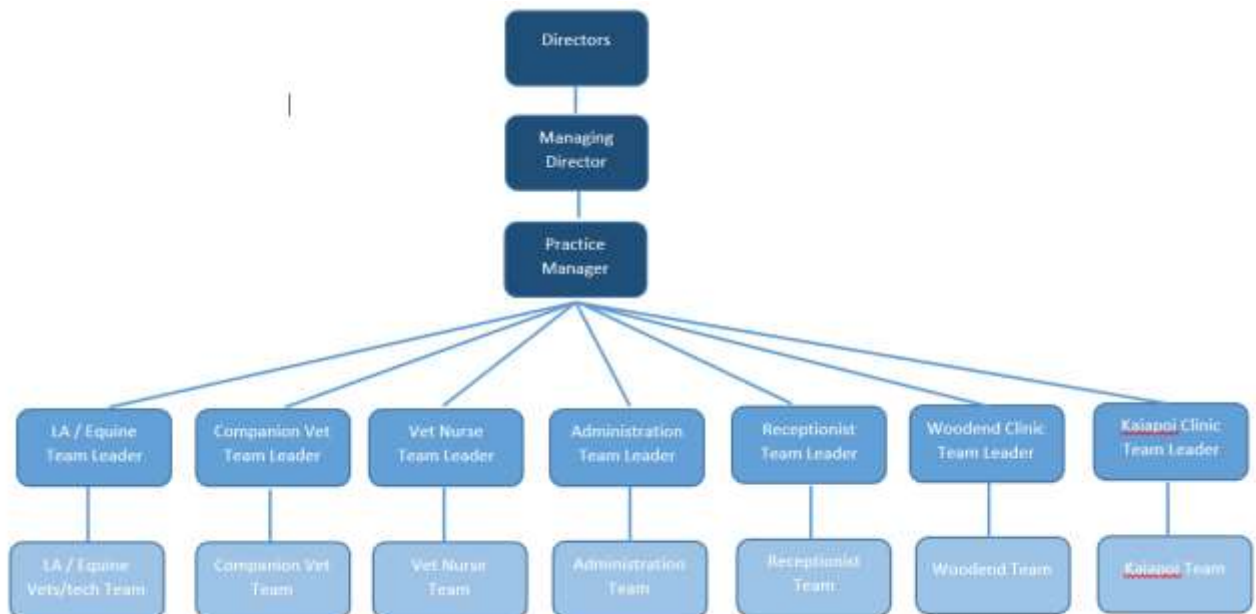
Position Title: Practice Manager

Incumbent: TBC

Responsible to: Shareholders

Date: November 2016

Organisational Structure:



Purpose:

The purpose of the Practice Manager is to manage the day to day operational needs of the practice for the Shareholders to achieve set business plans.

Principle Accountabilities:

Accountability	Main Duties	Percentage
Supervision and Leadership	<ul style="list-style-type: none"> • Ensures that all staff are inducted and appropriately trained according to job requirements • Ensures that the appropriate recruitment procedures are carried out when new staff are needed • Ensures all appropriate training and development plans are prepared and implemented • Ensures all employment agreements and job descriptions are prepared and signed • Leads and manages the team for the whole of the business, and gets all staff working together towards a common goal/vision • Carries out appropriate disciplinary procedures when and where required • Ensures all staff members are working to full capacity and productivity • Prepares and implements appropriate performance objectives and feedback in a timely manner • Reviews and sets new salary levels on an annual basis in conjunction with the Shareholders • Conducts appropriate one on one meetings with staff as required • Conducts team meetings when required • Liaises with colleagues to understand work requirements and delegates accordingly • Signs off weekly payroll for processing • Ensure efficiency and effectiveness in all Company activities • Provide monthly reports to the Directors covering financial, marketing and management plans 	50%
Risk and Process Management	<ul style="list-style-type: none"> • Oversees Health and Safety ensuring standards are maintained • Maintains quality control in all aspects of the business • Prepares and maintains office systems and procedures as well as clinical protocols • Identifies risk and mitigates accordingly • Manages, investigates and solves complaints as required • Manages all privacy and security of premises delegating to staff accordingly 	40%
IT/Systems Management	<ul style="list-style-type: none"> • Manages the disaster recovery processes for the company • Ensures all IT licences and internet access are held and upgraded as necessary • Maintains and strategic overview of the IT system • Liaises with IT providers as required 	10%

Competencies:

Communication/ Interpersonal skills	<ul style="list-style-type: none"> • Facilitates effective communication and/or planning in situations where a group is struggling to make progress • Uses a range of techniques and strategies to influence people with strongly held views/beliefs • Displays highly developed communication and interpersonal skills (including superior writing skills) • Mediates difficult issues or protracted conflicts between parties in a way that leads to constructive resolution • Negotiates outcomes that address the needs of all parties • Communicates vision to others in a relevant and compelling manner that promotes enthusiasm and commitment • Deals with difficult and complex situations taking control to achieve objectives
Work and Project Management	<ul style="list-style-type: none"> • Organises people, time and resources to achieve objectives. • Achieves desired results within allocated budget and timeframe. • Resourceful - acts quickly using available resources to deal with issues in a practical, effective manner. • Monitors impact of actions and adjusts future actions accordingly. • Shows a willingness to make the hard decisions when circumstances require it. • Breaks objectives and goals down into tasks and determines resources needed for each task • Allocates appropriate time for work tasks, identifies dependencies, and develops timelines and milestones • Assesses risk - likelihood, impact and management options - when planning projects • Identifies more critical and less critical activities, and maintains focus on priorities • Monitors work progress, and makes early adjustments to plans if there are problems
Initiative	<ul style="list-style-type: none"> • Takes responsibility for their duties with little or no oversight • Recognises and takes process improvement actions without being requested to do so. • Is able to make autonomous decisions relating to their area of responsibility • Works without guidance • Takes responsibility for making decisions and taking actions relating to their work • Has the ability to refer to others when assistance is necessary • Handles problems with minimal guidance • Does not rely on others to get the job done • Times questions and requests for assistance carefully to avoid disruption of others
Team Leadership	<ul style="list-style-type: none"> • Involves team members in planning, decision-making and problem-solving • Encourages team members to think and act for themselves • Actively supports team members – regularly spends time with, and makes self-available to them, and shows a willingness to be an advocate for their needs • Celebrates individual and team achievements • Encourages innovation • Thinks about and takes action to improve team dynamics, achievements and abilities • Backs up and supports team members’ actions and decisions

	<ul style="list-style-type: none"> • Isolates and addresses negative influences in the team • Recruits team members with the skills, knowledge and competencies qualities needed for success in specific roles • Builds relationships of trust and respect with team members
--	---

Interactions:

Internal

- Shareholders
- Vets
- Hospital Staff
- Accounts Assistant
- Payroll
- Nurses
- Receptionists

External

- Independent Contractors
- Other regulators, suppliers, auditors and customers
- Accountant
- Inland Revenue

Skills, Qualifications and Experience:

- Proven leadership and people management skills
- Business experience supported by a formal qualification is desirable
- Good administration and organisational experience
- Some clinical knowledge would be an advantage
- Understands relevant legislative requirements
- Good relationship management skills
- Conflict management skills
- Process management skills
- Confidentiality