



THE ADAM PRACTICE

Job Description

Title:	Service Delivery Manager
Reporting to:	Practice Business Manager
Hours:	Full or Part time – minimum 3 days (22.5 hours)
Salary:	Negotiable dependent on skills and experience

Summary

The postholder will ensure effective delivery of services to patients and the local community, including core Primary Care services and additional services commissioned by NHSE, Dorset CCG, Public Health or other bodies. The postholder will review and implement operational policies and procedures to deliver exceptional service and will also deputise for the Practice Business Manager (PBM) as appropriate.

Primary areas of responsibility

- Ensure the effective operational delivery of patient services in line with contractual requirements and oversee all associated administration, communication, reporting and financial claims linked to those services. This currently includes services such as reception, correspondence workflow, prescription processing, flu, paediatric and allergy clinics.*
- Work closely with the Surgery Team Manager and Lead Patient Service Clerks to lead all non-clinical staff in the delivery of services, ensuring training and resources are available to staff to meet the needs of our patients.
- To lead on all aspects of patient communication, including general information, complaints handling, promotion of services and uptake of specific initiatives.
- Alongside the IT and Quality Manager, ensure that the Adam Practice utilises the most appropriate and cost-effective IT solutions in the delivery of services.
- Work closely with the Finance Manager and PBM to ensuring cost-effectiveness of services and ensure the most effective and efficient workforce solutions are in place.
- Support the PBM in the strategic leadership of the Practice, jointly working on contract management and exploration of service opportunities.
- Seek continuous improvement in every aspect of the role; challenge the status quo and innovate to ensure quality and excellence.
- Remain aware of local and national NHS initiatives and how these might impact practice operations. Work with all staff to agree and implement strategic changes with a positive attitude, ensuring the best possible outcomes for the Practice, staff and patients.

** - This list is not exhaustive and lists only example services, giving an indication of the services the postholder will oversee.*

This job description is not exhaustive and indicates the primary areas of responsibility only. It is expected that the successful post-holder will work with the Practice Business Manager and Management Team to develop the role after appointment.



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Person Specification

Title: Service Delivery Manager

Attribute	Essential	Desirable
Skills/Experience	Experience leading and delivering frontline GP operations	Experience of managing operations over multiple sites and with remote staff
	Implementation of new services in a patient- or customer-focused setting.	Understanding NHS funding streams and remuneration mechanisms
	TPP SystemOne clinical system	Managing change
	Competent using IT packages including Office software	
	Ability to communicate effectively with staff, the public and stakeholders in all formats.	Facilitation and negotiation skills – getting the best out of other people and situations
	Budget management	
	Ability to 'manage upwards' – influencing Partners, Managers and Stakeholders	
	Knowledge of GP services such as QOF, Enhanced Services, Public Health services	
Education/Training	A demonstrable commitment to personal and professional development	
Qualities/Attributes	Emotionally intelligent	Strategic thinker
	Effective communicator at all levels	
	Innovative	
	Open-minded and positive; focused on solutions not problems	
	Self-motivating	
	Able to lead and inspire others	
	Effective team member and lone worker	
Mobility	Own transport with ability to travel between all Practice sites	