

## Job Description

**Job Title:** Business Manager  
**Accountable to:** Head of Healthcare

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated,
- we act with integrity
- we embrace diversity
- and we strive to do things better together.

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

### The role

As a business manager you will have experience of a community clinical system (HMP ... use – TPP SystemOne). The ability to work with the national data team on the initial set up of the system and its ongoing management. Ensuring data is accurate and high quality for internal and external reporting requirements. You will be responsible for managing effective, patient centred, clinical administration processes and leading the administration team to ensure smooth day to day running of the service. Having oversight and verifying the accuracy and completeness of all patient data. You will also be responsible for overseeing healthcare administration and appointments for all patient clinics and external hospital appointments.

You will also;

**Provide** quality data submissions in a timely manner for internal and external reporting requirements. Meeting commissioner expectations along with assuming overall responsibility for leading the administration team.

**Deliver** effective patient centred clinical administration to ensure the smooth day to day running of the service by; overseeing healthcare appointments, scheduling of patient clinics and external hospital appointments.

**Inspire** excellence in your team by pro-actively leading the service and motivating the team, recognising that our workforce is our most valuable asset. Key stakeholders will be assured knowing we provide a service that people can trust, feel safe within and feel proud of.

**Promote** professionalism and attention to detail within the completion of your duties embedding a culture of shared learning.

**Share** knowledge, skills and expertise to ensure safe care, and build multi-disciplinary teams of clinical and non-clinical colleagues who support each other to do a great job.



## About you

- Maths and English at GCSE or equivalent grade C or above
- NVQ 2 Business Administration or equivalent
- Working experience of a clinical patient administration system (PAS) (SystemOne preferable)
- Experience managing teams within a multi-disciplinary environment
- Experience interpreting and analysing complex data sets
- Experience of data quality and experience developing data quality
- Ability to prioritise workload and delegate effectively
- Able to build and maintain close working relationships with stakeholders
- Excellent communication skills
- A non-judgmental and compassionate approach
- Advanced IT working technical knowledge of Microsoft Excel, Access, PowerPoint, Word
- Motivated as an individual and when working in a team
- Able to work within a busy environment
- Willing to learn and develop by committing to self-development
- Able to complete tasks to deadlines and to a high standard



### Additional information

**Disclosure and Barring Service-** a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

**Prison Vetting-** a HMPPS (Her Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

**Education and Training-** continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.