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Business Manager GPS Associate

Job Title: Business Manager GPS Associate.
Location: National. (various locations available across the UK)
Directorate: Primary Care. (NHS England & the devolved nations)
Reports to: GPS Flexible Workforce Office. (FWO)

Job summary.

Are you a strategic leader with a passion for driving business excellence in the healthcare sector? General Practice Solutions (GPS) is seeking an innovative and dedicated Business Manager to join our dynamic team. In this key role, you will oversee the business operations of multiple practice locations, focusing on enhancing financial performance, operational efficiency, and patient satisfaction. Your leadership will be crucial in shaping the future of primary healthcare across the UK, ensuring every practice under your management thrives in a competitive and ever-evolving environment. If you have strong business acumen and a commitment to healthcare excellence, this is your opportunity to make a significant impact.

Key responsibilities.

Operational management

- Oversee the day-to-day business operations of multiple practice locations, ensuring smooth, efficient, and profitable service delivery.
- Develop and implement business strategies, policies, and procedures to enhance operational efficiency and patient satisfaction.
- Lead financial planning, resource allocation, and budgeting efforts to maximise profitability and service quality.

Team leadership

- Lead, inspire, and manage multidisciplinary teams, including administrative, clinical, and support staff.
- Foster a positive and collaborative work environment that promotes professional growth, innovation, and teamwork.
- Conduct regular performance appraisals, training sessions, and team-building activities to maintain high levels of motivation and competence.

Compliance and quality assurance

- Ensure compliance with NHS policies, Care Quality Commission (CQC) standards, and General Data Protection Regulation (GDPR) requirements.
- Maintain accurate and up-to-date business records using advanced management systems and software.
- Lead quality improvement initiatives and regular audits to sustain the highest standards of business operations and patient care.

Strategic development

- Collaborate with senior management to develop and implement strategic plans for business growth and service innovation.
- Identify new business opportunities, leveraging best practices and emerging trends in the healthcare industry.

- Build and maintain strong relationships with local health boards, community organisations, and other stakeholders to support business and public health initiatives.

Financial management

- Oversee comprehensive financial management, including budgeting, forecasting, and financial reporting.
- Pursue funding opportunities, grants, and contracts to support business initiatives and improvements.
- Optimise resource allocation to ensure cost-effectiveness while maintaining superior service quality.
- Stay informed about contract and legislation changes, ensuring compliance and capitalising on new funding opportunities.

Regulatory and ethical standards

- Uphold the highest standards of professional conduct and ethical business practices, adhering to all relevant regulations and guidelines.
- Ensure all business activities are legally compliant, with a strong focus on confidentiality and data protection.

Patient experience

- Ensure a business model that places patient satisfaction and quality of care at the forefront of all operations.
- Effectively manage patient feedback, complaints, and suggestions, implementing improvements as needed.
- Promote health education and preventive care initiatives within the practice community, aligning with business objectives.

Person Specification.

Qualifications

- Experience: Minimum of two years in a business management role, preferably within the healthcare or primary care sector.
- Relevant qualifications in business management, healthcare management, or a related field.

Skills

- Strong organisational, leadership, and communication skills.
- Proficiency with business management software and healthcare IT systems (e.g., EMIS, SystemOne).

Attributes

- Strategic thinker with a proactive approach to problem-solving and decision-making.
- Compassionate and adaptable, with a commitment to continuous professional development.

Knowledge

- Comprehensive understanding of NHS policies, clinical guidelines, and public health initiatives relevant to primary care in NHS England and the devolved nations.

Personal attributes

- Integrity and confidentiality: Demonstrates integrity and respect for patient and business confidentiality in all interactions.
- Adaptability: Flexible and responsive to the evolving needs of the business and patient population.
- Commitment to professional development: Dedicated to lifelong learning and professional growth.

Why join us?

- Impact.
Make a real difference in the health and well-being of communities.
- Growth.
Opportunities for professional development and career progression.
- Flexibility.
Various work arrangements available to suit your lifestyle.
- Team Spirit.

Join a supportive and dynamic team dedicated to high-quality patient care.

Special requirements.

- Flexible working hours.
Willingness to work flexible hours, including evenings or weekends, to meet patient needs.
- Driving requirements.
A full driving licence and access to a vehicle may be necessary for conducting home visits or travelling between practice sites.

Application process.

If you are enthusiastic about business management and ready to take on an exciting and impactful role, we encourage you to apply. Please submit your application through our website. We offer opportunities nationwide, with options for remote, hybrid, and in-person work arrangements. Join us in making a meaningful contribution to the health and well-being of individuals and communities across the UK.