

**Moss Valley Medical Practice**

Gosber Road, Eckington, Sheffield, S21 4BZ  
01246 439101

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[www.thevalleysmedicalpartnership.nhs.uk](http://www.thevalleysmedicalpartnership.nhs.uk)

**Gosforth Valley Medical Practice**

Gorsey Brigg, Dronfield, Derbyshire, S18 8UE  
01246 419040

[admin.gosforthvalley@nhs.net](mailto:admin.gosforthvalley@nhs.net)

**Person Specification**

**Job Title:** Assistant Practice Manager  
**Hours:** 37.5 hours per week  
**Reporting to:** Practice Business Manager  
**Primary Location:** Moss Valley Medical Practice

<b>Job Summary</b>	<p><b>To work as part of the Primary Health Care Team under the direction of the Practice Business Manager in providing support and management to the practice team and the patient population.</b></p> <p><b>The Assistant Practice Manager is responsible for the effective day-to-day running of the site and providing support to the Business Manager.</b></p> <p>The main responsibilities include:</p> <ul style="list-style-type: none"> <li>• Management of ad-hoc maintenance of the building.</li> <li>• Health and safety compliance.</li> <li>• Dealing with daily staff issues.</li> <li>• Performance management and appraisals for the administration team.</li> <li>• Coordination of staff training.</li> <li>• Management of the staff leave process.</li> <li>• Coordination of medical trainees.</li> <li>• Dealing with IT issues.</li> <li>• Management of the appointment rota.</li> <li>• Practice data submissions and completion of monitoring reports.</li> <li>• Liaising with patients as required including dealing with compliments, suggestions, and complaints.</li> <li>• Liaising with external colleagues, suppliers, and other businesses.</li> </ul>
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<b>Skills and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Able to critically review and communicate information both to patients, colleagues and other professionals	Yes	
A basic understanding of General Practice	Yes	
Excellent computer skills to include Microsoft Word, Excel, PowerPoint, email and internet	Yes	
Excellent communication skills in both written and verbal media	Yes	
Excellent listening skills	Yes	
Ability to multitask and prioritise existing workloads	Yes	
Able to remain calm under pressure	Yes	
Assertive whilst appropriately empathetic	Yes	

<b>Skills and Knowledge</b>	Essential	Desirable
Tact and diplomacy	Yes	
Work independently and as part of a team	Yes	
Comprehensive knowledge of SystmOne clinical computer system		Yes
Awareness of Information Governance issues in primary care		Yes
Knowledge of Employment Law legislation		Yes
Knowledge of Health & Safety legislation		Yes
<b>Qualifications and Registrations</b>	Essential	Desirable
GCSE in English and Maths at Grade C/Level 4 (or better)	Yes	
GDPR/data protection training		Yes
Recognised management qualification		Yes
<b>Experience</b>	Essential	Desirable
Minimum 2 years' experience in a management or team leader role	Yes	
Able to demonstrate practical experience of dealing with staff issues, including training and performance management	Yes	
Able to demonstrate practical experience of dealing with the public, particularly with respect to dealing with complaints and difficult customers/patients	Yes	
Experience of working in general practice		Yes
<b>Other</b>	Essential	Desirable
Ability to maintain a strict code of confidentiality at all times	Yes	
Reliable	Yes	
Positive attitude	Yes	
Resilient	Yes	
Able to work flexible hours	Yes	
Interest in the work	Yes	
Car driver with full use of car		Yes
Good sense of humour		Yes