

Person specification - Deputy Practice Manager

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Educated to Level 3 or equivalent level qualification. • Evidence of commitment to personal development and training. 	<ul style="list-style-type: none"> • Primary care training/ qualification. • Qualification in management/personnel /leadership/finance.
Experience/ Skills/ Knowledge	<ul style="list-style-type: none"> • Experience of team leading including motivating and mentoring. • Excellent inter-personal skills, emotional intelligence, communication, negotiating, conflict management, reliability. • Experience in recruitment, training and development; performance management at supervisory level. • Experience of financial management. • Experience of facilities management. • Knowledge and experience of risk management, Health and Safety. • Knowledge of IT systems and proficient IT skills. • Experience of dealing with members of the public and external stakeholders at all levels. • Experience of complex administration and record keeping in an office and or clinical environment. • Awareness of clinical governance. • Experience of information governance. 	<ul style="list-style-type: none"> • Knowledge of employment related legislation. • Experience of complaint handling. • Experience in a primary care setting. • Change-management skills. • Management experience.
Qualities/ Attributes	<ul style="list-style-type: none"> • Exemplifies workplace integrity. • Empathy for the healthcare/public service environment. • Solution focussed approach. • Adaptable, innovative, forward looking. • Able to lead by example. • Good sense of humour, personable. • Team player. • Aware of accountability of own role and other roles in a general practice. • Ability to undertake training and qualification in accordance with the requirements of the role. 	<ul style="list-style-type: none"> • Organised and decisive. • Dynamic & Enthusiastic