

FAVERSHAM MEDICAL PRACTICE

Faversham Health Centre · Bank Street · Faversham · Kent · ME13 8QR

Tel: 01795 905577

Website: www.favershammedicalpractice.nhs.uk

DR D J MOORE
DR G GUPTA
DR C RICKARD

DR N C L TAN
DR C SAWITZKY-ESSER
DR G SMITH
DR C BATTISTI

DR C BAKER
DR L GEORGE
DR D TITTERTON

Person Specification – Office Manager

QUALIFICATIONS (Essential)	QUALIFICATIONS (Desirable)
<ul style="list-style-type: none"> English and Maths GCSE (or equivalent) grade C or above. 	<ul style="list-style-type: none"> Formal qualification in IT (e.g. CLAIT, ECDL).
EXPERIENCE (Essential)	EXPERIENCE (Desirable)
<ul style="list-style-type: none"> Over 6 months experience in a management role. 	<ul style="list-style-type: none"> Experience in primary care/NHS/caring profession.
<ul style="list-style-type: none"> Experience of chairing meetings, producing agendas and minutes. 	<ul style="list-style-type: none"> NHS or recent practice experience.
<ul style="list-style-type: none"> Ability to carry out staff appraisals. 	<ul style="list-style-type: none"> Experience in using EMIS clinical software.
<ul style="list-style-type: none"> Evidence of the ability to grasp new concepts and work on a self-directed basis. 	
<ul style="list-style-type: none"> Experience of dealing with members of the public. 	

KNOWLEDGE AND SKILLS (Essential)	KNOWLEDGE AND SKILLS (Desirable)
<ul style="list-style-type: none"> Excellent leadership skills. 	<ul style="list-style-type: none"> Knowledge of & Ability to assist in complex HR processes such as grievance process, disciplinary, dismissal etc.
<ul style="list-style-type: none"> Ability to work within a management team. 	<ul style="list-style-type: none"> Evidence of organisational and problem solving skills.
<ul style="list-style-type: none"> Ability to deal with external organisations at supervisory level. 	
<ul style="list-style-type: none"> Ability and skills to manage and motivating staff. 	
<ul style="list-style-type: none"> Knowledge and skills of line management including being involved in recruitment, staff training and being able to motivate a team. 	
<ul style="list-style-type: none"> Ability to understand and learn new software and administrative procedures. 	
<ul style="list-style-type: none"> IT literate, including experience in using Word and Excel at intermediate level, proficient at using email and the internet. 	
<ul style="list-style-type: none"> Ability to work in a changing environment and work under pressure. 	

<ul style="list-style-type: none"> • Ability to carry out complex administration and record keeping in an office environment. 	
<ul style="list-style-type: none"> • Ability to work autonomously and initiate / self-direct own workload. 	
<ul style="list-style-type: none"> • Ability to relate to the interviewing team and exhibits personality to match culture of Practice. 	
<ul style="list-style-type: none"> • Good communicator (verbal & written) both upwards and downwards, using a wide range of media I.e. Phone, Email or Face to Face 	
<ul style="list-style-type: none"> • Good standard of education with excellent literacy and numeracy skills. 	

OTHER (Essential)	OTHER (Desirable)
<ul style="list-style-type: none"> • Good sickness record (e.g. max 3 events in last 12 months). 	<ul style="list-style-type: none"> • Evidence of job stability (e.g. < 2 employers in last 10 years).
<ul style="list-style-type: none"> • Confident, assertive and resilient. 	<ul style="list-style-type: none"> • Ability to work ideal hours as stated.
<ul style="list-style-type: none"> • Accurate and thorough approach. 	<ul style="list-style-type: none"> • Evidence of recent self-directed learning or development.
<ul style="list-style-type: none"> • Confident in decision making with proven problem solving skills. 	<ul style="list-style-type: none"> • Pay increasing or improved employment with this position.
<ul style="list-style-type: none"> • Hard working, reliable and resourceful. Ability to use own judgement and common sense. 	<ul style="list-style-type: none"> • Checkable employment history > 3 years.
<ul style="list-style-type: none"> • Adaptable, innovative and forward looking. 	
<ul style="list-style-type: none"> • Evidence of continued learning/development. 	

Please note: Selection will consider applicants' personal suitability for the role and suitability for working with children.

Any anomalies in the application form will be addressed at the interview.

It is the responsibility of all staff of Faversham Medical Practice to safeguard and promote the welfare of children and vulnerable adults.