

Job Description and Person Specification

Key result areas

Administration

- Ensure that all administration and appointment making is up to date and the most efficient use of time within the practice
- Responsible for up to date and accurate accounting system as well as being responsible for staff wages
- Pay attention to keeping policies and procedures up to date and to the standard acknowledged as agreed 'good practice' within the team
- Produce a monthly SOFT (Strengths Opportunities Failures and Threats) report for the partners' meetings.

Finance and Legal

- Practice Finance including day-to-day accounting
- All financial planning and reporting
- Prepare monthly spreadsheets and financial information (including Key Performance Indicators) and present to Dr Xxxxxxx and DR Xxxxxxx monthly
- Liaise with accountant, bank, insurers and solicitors as needed.

Practice

- Supervise the Business Development of the practice
- Deal with Practice organisation
- Review and develop current brand standards
- Produce and maintain the Practice Operating Manual
- Manage Property including maintenance, security and upgrading
- Deal with all strategic planning and internal/external marketing
- Prepare all marketing material (welcome packs, business cards, thank you cards, end of treatment letters, newsletter etc).
- Manage all IT and Technology within the Practice.

Human Resources and Team Management

- Pay particular attention to adequate staff cover via organisation of a rota system and efficient communication of this to all the team



- Ensure adequate arrangements have been made for sickness and holiday cover and that the skills exist within the team to provide this cover
- Responsible for staff wages and payroll
- With authority of the owner, organise adverts for any necessary recruitment and set up the interviews from the response
- Appropriate participation in the selection interviews, as well as communicating with the successful and unsuccessful applicants
- Use induction guidelines as set out in the manual for the induction of all new staff and gain sign off from new employees of their understanding and acceptance
- Ensure all team uniforms are of a standard to fit the image of the practice
- Undertake staff Personnel development and Appraisal interviews
- In consultation with the owner be responsible for the discipline of team members where necessary ensuring that the team are aware of the procedures and also their rights in a grievance situation
- Identify and communicate training needs of team members to the owner and assist owner in the performance and development review of the team
- Organise and chair staff meetings
- Plan and organise staff training days and outings
- Comply with Health and Safety, employment and other regulations.

Implementation of Practice Policies and Mission Statement

- Ensure promotion of the delivery of excellent internal customer care with the use of a team satisfaction audit and the monitoring of this year on year
- Lead by example in the consideration of treatment of other team members by organising team events with enthusiasm
- Be responsible for regular team meeting and organisation and delegation of the agenda and minutes
- Ensure facilitate excellent communication of all practice matters between team and partners
- Overall responsibility to ensure team delivers high level of external customer care at all times. The practice should be promoted with a positive image at all times particularly if there is cause for a patient complaint, financial enquiries or following up of bad debt
- To observe the practice and professional regulations relating to patient confidentiality and GDPR
- Overall responsibility of drafting, seeking approval and execution of the marketing plan.

IT Management

- Attention and adherence to the proper and efficient use of the computer systems including security, backup and upgrade
- Produce reports as requested and proactive use of the system to ensure the practice has as much relevant data to monitor, measure and therefore improve service and profitability.



Other

90 day review of planning and any other duties as required.

Key Competencies

- Customer Focused Awareness
- Communication Skills
- Organisational Skills
- Leadership Skills
- Sales & Marketing Experience/Skills
- Numeracy Skills
- Presentation Skills
- Assertiveness & Negotiation
- Team Player & Team Building Skills

Attainments

- Good general education – minimum of 5 GCSE's of appropriate experience
- Management experience
- Accounting/book keeping experience or qualification
- Articulate and effective communicator
- IT skills – Word/Excel/Email
- At least 18 months experience in private dental practice or 2 years associated with the profession including dental reception experience.

Preferable Attainments

- Business Qualification
- Certificate in Practice Management (or similar qualification)
- NVQ in Customer Care
- Certificate in Practice Management
- Sales and Marketing skills/ideas
- DSA (dental surgery assistant) experience

Physical Make Up

Smart and professional appearance.

Attitudes to Work and Disposition

- Flexible
- Proactive approach to patient, team and dentist needs
- Goal orientated
- Proactive regarding self-development



- Ability to deal with stress
- Confident and Professional at all times
- Has the Drive to achieve high goals
- Low levels of sickness
- Ability to deal with difficult customers appropriately (internal and external)
- Proactive approach to patient, team and dentist needs

Circumstances

Ability to be flexible