



**North & South Essex**  
Local Medical Committees

# Practice Manager Supporter Scheme

## Job Advert

Freelance Practice/PCN Manager Supporter



<https://www.primary-care.support/essex/practice-manager/mentor>

# Practice/PCN Manager Supporters Required for the Essex LMCs Practice Manager Supporters Scheme (PMSS)

Are you an experienced Practice or PCN Manager? Are you interested in sharing your knowledge and expertise, providing support to your Manager colleagues? If so, why not consider applying to become a Supporter on the Essex LMC Practice/PCN Managers Supporter Scheme (PMSS)? We need enthusiastic Practice/PCN Managers who love coaching, mentoring and supporting others in their personal development.

The scheme commenced in November 2021. Supporters provide ad hoc advice and support to their Manager colleagues. They support peers and offer coaching and mentoring to new and experienced Practice/PCN Managers. The role entails providing a maximum of 6 hours per month, which can be aggregated over a period of twelve months to a maximum of 72 hours at £30 per hour on a freelance basis.

The role requires excellent communication and listening skills. Candidates should have a track record of working in partnership with colleagues, with an ability to balance professionalism with an outgoing, sociable personality.

There is an induction programme for appointed Practice/PCN Manager Supporters, who will themselves be supported throughout by the LMC Liaison Manager.

For an Application Form, Person Specification, Applicant Guidance Notes please register on the PMSS IT platform via the following link:

[www.primary-care.support/essex/practice-manager/mentor](http://www.primary-care.support/essex/practice-manager/mentor)

If you require any further information on the recruitment and selection process, please telephone the LMC office on 01245 383430 to speak to Cathy Pedder, Sarah Bell or Annette Finer.

**The closing date for receipt of applications is 5.00pm on Monday 16th October 2023.**





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## Job Description

Freelance Practice/PCN Manager Supporter



# Job Overview

<b>Job Title</b>	Freelance Practice/PCN Manager Supporter
<b>Payment</b>	6 HOURS PER MONTH @ £30 PER HOUR
<b>Expenses</b>	Mileage expenses @ 45p per mile
<b>Location</b>	Varied, depending on needs of Managers
<b>Accountable To</b>	LMC Liaison Manager
<b>Key Relationships</b>	Local Practice or PCN Managers, EQUIP, LMC Officers/ Members and ICBs

## Background Information

A project has been developed by Essex LMCs based on a scheme in Wessex where Practice Manager (PM) Supporters are available to offer all Practice Managers support and signposting for advice. We have now extended this scheme to include PCN Managers.

The Practice/PCN Manager Supporters can provide ad hoc advice and support to their Manager colleagues and offer learning opportunities to support their Continuous Professional Development. They can support peers, by offering coaching and mentoring to new and experienced Managers. Support can be offered in person, virtually, via email or on the telephone.

The Supporters will need to be experienced practice and or PCN managers. The scheme is fully funded and supported by Essex ICBs. Essex LMCs will facilitate and manage the service and Supporters will be paid for up to 6 hours per month, aggregated across 12 months to a maximum of 72 hours.

## Development of the Role of Supporter

The development of our support network of Supporters will be flexible and will evolve depending on the needs within primary care and therefore it is vital that all those in this freelance role are able to work in a changing and developing environment. The Supporters will be given appropriate training as and when it is needed. The Supporters will be kept updated by Essex



LMCs and advised on how to help Managers identify any particular challenges they might be facing and where to suggest that they find some solutions. All Supporters will be trained in peer to peer development reviews (PDR).

## Main Duties and Responsibilities

- To respond to Practice or PCN Manager needs as and when they arise within the limits of time and expertise.
- To build up a database of knowledge and resources so that signposting for appropriate advice can be given when requested by Managers.
- To work well with the other Supporters and share ideas and experience
- To work in a completely confidential way at all times and sign an agreement to state this.
- To write a brief monthly report to the LMC identifying content & outcome of sessions, maintaining individual client confidentiality.
- To offer support in person, virtually, on the telephone or via email.
- To keep updated in all areas of Practice and or PCN Management
- To keep updated in Primary Care and its development
- To attend meetings of all Supporters with the LMC, probably twice per year.

The Supporter can decide when and how to use the allocated hours per month. Payment will be made on receipt of a monthly invoice and brief activity report. Any preparation or research needed must be included within the allocated hours per month. The Liaison Manager will oversee these reports and use them to assess the performance of the Supporter and evaluate the success of the scheme.

Mileage expenses will be paid @ 45p per mile when the Supporter needs to visit a Manager or attend a Supporters meeting. Mileage claims will need to be submitted with the monthly invoice. No other expenses will be paid.

All equipment needed will be provided by the Supporter themselves.

As the Supporter is working on a freelance basis, no holiday nor sickness payments will be made.

As the position is freelance, payment will be made on a gross basis and the Supporter will need



to make their own arrangements for tax and national insurance.

An agreement will be signed by the Supporter to state that any advice or views the Supporter might give are independent of the LMC but the LMC would expect the Supporters to reflect the principles of the LMC. The agreement would also require a declaration of any conflicts of interest.

It may be necessary for the Supporter to travel out of their local area to support the Managers in their catchment area.

If termination was required before this by either party, one month's written notice should be given of the wish to terminate the agreement.





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## Person Specification

Freelance Practice/PCN Manager Supporter



# Person Specification

<b>Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A Practice/PCN Manager with experience within these roles</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of working with relevant groups outside own organisation</li> </ul>
<b>Qualifications &amp; Training</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Evidence of qualifications for current role</li> <li>• Evidence of proven commitment to ongoing education and training for themselves and their team</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• MBA, MIHM</li> <li>• Participation in a quality award (QPA, liP or other)</li> <li>• Appraisal training</li> </ul>
<b>Skills &amp; Abilities</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Has experience of leading a complex team within a well-run practice/PCN</li> <li>• Effectively communicates with all team members and patients</li> <li>• Ability to build and maintain personal relationships with peer group</li> <li>• Excellent listening and networking skills</li> <li>• Reflective, self-analytical and open minded</li> <li>• Involved in the effective training, development and appraisal of staff</li> </ul>





<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Flexible in approach; can handle uncertainty and continuously manage change of process and people</li> <li>• Confident in giving constructive positive and negative feedback</li> <li>• Up to date on best management practice</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in leading small groups or tutorials</li> <li>• Experience of delivering presentations</li> <li>• Active in Practice/PCN Manager training/education or mentoring</li> <li>• Experience of coaching/mentoring</li> <li>• Awareness of limitations of skills/abilities and how/where to get additional assistance</li> </ul>
<b>Disposition</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Willing to offer appropriate pastoral support to a Practice or PCN Manager</li> <li>• Demonstrates professional integrity and confidentiality</li> <li>• Open to, and aware of educational opportunities</li> <li>• Offers a committed, positive and enthusiastic approach to Practice/PCN Management</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Evidence of current supporting role</li> <li>• Leadership qualities</li> <li>• Motivational skills</li> </ul>



<b>Practice</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Practice or PCN supportive of their Practice or PCN Manager undertaking this role</li> <li>• Adequate time commitment to this role and consideration to the impact of it</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• GP Training Practice</li> <li>• Suitable room/ space for meetings with individual Managers</li> </ul>
<b>Other</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a desire to support &amp; mentor, and an enthusiasm for vocational training</li> <li>• Can provide two satisfactory references – one must be from current Practice/PCN</li> </ul>





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## Application Form

Freelance Practice Manager Supporter



This application is for reference purposes only, please submit your application online at [www.primary-care.support/essex/practice-manager/mentor](http://www.primary-care.support/essex/practice-manager/mentor).

## Your Details

Title	
First Name	
Last Name	
Email	
Mobile Number	
Home Phone Number	
Home Address	
National Insurance Number	
Available Start Date	

## About You

Do you require a work permit to work in the UK?	Yes	No
Do you own a car?	Yes	No



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<b>Do you have any current or pending endorsements?</b>	Yes	No
<b>Have you had any criminal convictions or any case pending?</b>	Yes	No

## Your Current or More Recent Job Role

<b>ICB</b>				
<b>Lead Practice Name</b>				
<b>Lead Practice Address</b>				
<b>Job Title</b>				
<b>Start Date</b>				
<b>Main Responsibilities</b>				
<b>Is the Practice a Training Practice?</b>	Yes	No		
<b>Lead Practice Population Size</b>	<5000	5000 - 10000	10000 - 15000	>15000
<b>Lead Practice Location</b>	City	Town	Rural	



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# Your Past Experience

<b>Start Date</b>	
<b>End Date</b>	
<b>ICB</b>	
<b>Practice Name</b>	
<b>Practice Address</b>	
<b>Job Title</b>	
<b>Main Responsibilities</b>	

<b>Start Date</b>	
<b>End Date</b>	
<b>ICB</b>	
<b>Practice Name</b>	



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<b>Practice Address</b>	
<b>Job Title</b>	
<b>Main Responsibilities</b>	

<b>Start Date</b>	
<b>End Date</b>	
<b>ICB</b>	
<b>Practice Name</b>	
<b>Practice Address</b>	
<b>Job Title</b>	
<b>Main Responsibilities</b>	



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## Your Skills

Describe your skills and abilities (including your experience of training, development and appraisal of staff).

## Statement in Support of your Application

Please refer to the Person Specification and write a reflective 500 words statement on:  
Why would I make a good Practice Supporter Manager.



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# Your References

## Referee 1

Must be a GP from your current practice

<b>Title</b>	
<b>First Name</b>	
<b>Last Name</b>	
<b>Telephone</b>	
<b>Email</b>	

## Referee 2

<b>Title</b>	
<b>First Name</b>	
<b>Last Name</b>	
<b>Telephone</b>	
<b>Email</b>	
<b>Relationship</b>	
<b>Address</b>	



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