



**North & South Essex**  
Local Medical Committees

# Practice Manager Supporter Scheme

## Job Advert

Freelance Practice Manager Supporter



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

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

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

The scheme will, initially, run for three years. Supporters will provide ad hoc advice and support to their Practice Manager colleagues. They will support peers and offer coaching and mentoring to new and experienced Practice 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 will require 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 will be an induction programme for appointed Practice 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 13th August 2021**





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# Practice Manager Supporter Scheme

## Job Description

Freelance Practice Manager Supporter



# Job Overview

<b>Job Title</b>	Freelance Practice 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 Practice Managers
<b>Accountable To</b>	LMC Liaison Manager
<b>Key Relationships</b>	Local Practice Managers, EQUIP, LMC Officers/Members and CCGs/ICOs

## 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.

The Practice Manager Supporters will provide ad hoc advice and support to their practice manager colleagues and offer learning opportunities to support their Continuous Professional Development. They will support peers, and offer coaching and mentoring to new and experienced practice managers. Support will be offered in person, virtually, via email or on the telephone.

The PM Supporters will need to be experienced practice managers. The scheme is fully funded and supported by Essex CCGs/ICOs. Essex LMCs will facilitate and manage the service and PM 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 PM Supporter

The development of our support network of PM 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 PM Supporters will be kept updated by Essex LMCs and advised on how to help practice 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 appraisal.

## Main Duties and Responsibilities

- To respond to practice 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 practice managers.
- To work well with the other PM 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 Management.
- To keep updated in Primary Care and its development.
- To attend meetings of all PM Supporters with the LMC, probably twice per year.

The PM 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 these to assess the performance of the Supporter and evaluate the success of the scheme.

Mileage expenses will be paid @ 45p per mile when the PM Supporter needs to visit a Practice Manager or attend a PM 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 PM Supporter themselves.

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



made.

Payment will be made on a gross basis and the PM Supporter will need to make their own arrangements for tax and national insurance.

An agreement will be signed by the PM Supporter to state that any advice or views the PM Supporter might give are independent of the LMC but the LMC would expect the PM 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 PM Supporter to travel out of their local area to support the practice managers in their catchment area.

It is envisaged that the PM Supporter would remain in post for 3 years. If termination was required before this by either party, one month's notice should be given of the wish to terminate the agreement. After 3 years, subject to the role continuing, the role will be re-advertised. Subject to satisfactory performance, the current Supporter would be eligible to reapply for the role.

As the position is freelance, payment will be made on a gross basis and the PM Supporter will need to make their own arrangements for tax and national insurance.

An agreement will be signed by the PM Supporter to state that any advice or views the PM Supporter might give are independent of the LMC but the LMC would expect the PM 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 PM Supporter to travel out of their local area to support the practice managers in their catchment area.

It is envisaged that the PM Supporter would remain in post for 3 years. If termination was required before this by either party, one month's written notice should be given of the wish to terminate the agreement. After 3 years, subject to the service continuing, the role may be re-advertised.





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## Person Specification

Freelance Practice Manager Supporter for Essex LMCs



# Person Specification

<b>Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Current Practice Manager with experience within this role</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>• Leads a complex team within a well-run practice</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>



<p><b>Skills &amp; Abilities</b></p>	<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 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>
<p><b>Disposition</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Willing to offer appropriate pastoral support to a PM</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 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>



<p><b>Practice</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Practice committed to their PM 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 PMs</li> </ul>
<p><b>Other</b></p>	<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.</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 Job Role

<b>CCG / ICS</b>			
<b>Practice Name</b>			
<b>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>Practice Population Size</b>	<5000	5000 - 10000	10000 - 15000 >15000
<b>Practice Location</b>	City	Town	Rural



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# Your Past Experience

<b>Start Date</b>	
<b>End Date</b>	
<b>CCG / ICS</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>CCG / ICS</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>CCG / ICS</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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please submit your application [online](#).