**EYNSHAM MEDICAL GROUP**

**Person Specification – Deputy Practice Manager**

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| **Job Title:** | Deputy Practice Manager |
| **Recruiter:** | Practice Manager |

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| **Qualifications** | **Essential** | **Desirable** |
| Good standard of general education | ✓ |  |
| GCSE Mathematics C or above | ✓ |  |
| GCSE English C or above | ✓ |  |
| Supervisory management qualification or track record | ✓ |  |
| Information Technology qualification |  | ✓ |

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| **Experience** | **Essential** | **Desirable** |
| Practical experience of working with others | ✓ |  |
| Experience of using own initiative | ✓ |  |
| Experience of working within a General Practice office environment |  | ✓ |
| Experience of staff management in a customer environment | ✓ |  |
| Practical experience of computerised recording systems | ✓ |  |

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| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (Written and Oral) | ✓ |  |
| IT skills | ✓ |  |
| Time Management and the ability to work to deadlines | ✓ |  |
| Negotiation and conflict management | ✓ |  |
| Problem solving skills | ✓ |  |
| Interpersonal skills | ✓ |  |

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| **Behaviours** | **Essential** | **Desirable** |
| Smart, polite and confident | ✓ |  |
| Planning and organising | ✓ |  |
| Performing under pressure | ✓ |  |
| Adaptability | ✓ |  |
| Using initiative | ✓ |  |
| Team working | ✓ |  |
| Self-motivated | ✓ |  |
| Flexibility | ✓ |  |
| Confidentiality | ✓ |  |

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| **Knowledge** | **Essential** | **Desirable** |
| Knowledge of primary care systems |  | ✓ |
| Working knowledge of staff motivation techniques | ✓ |  |