

Finance Manager

Job Title	Finance Manager
Line Manager	Business Manager
Accountable to	The Partners
Hours per Week	25-30 hours over 3-5 days per week (exact days and hours TBA)

Job Summary

Holt Medical Practice (“the Practice”) has an exciting opportunity for a Finance Manager to join our friendly and supportive Business Management Team, reporting directly to the Business Manager.

We are seeking an experienced Finance Manager to manage the financial aspects of the Practice and our wholly owned pharmacy, (“HHS Ltd”). This includes managing accounts, resources and budgets and contributing to our business’ success, development, and growth.

The key responsibilities include detailed financial accounting, maintaining systems to ensure prompt and efficient payment for goods and services, ensuring income is collected and maximised and the overall efficiency and financial performance of the businesses are optimised to help the Practice and HHS Ltd achieve their long-term goals.

It is essential for the post holder to have experience in financial record keeping and planning with excellent IT skills. Previous experience of Xero (our accounting software) is preferable.

The individual must be honest, self-motivated and have excellent attention to detail. A good sense of humour is also a bonus.

As a member of the Business Management Team the individual will comfortable leading by example and working with, educating, and training the wider practice team.

Summary of Key Responsibilities

- Assisting the Business Manager in ensuring that the Practice and HHS Ltd operates in a profitable and cost-effective manner, in keeping with the financial aspirations of the partners.
- Being responsible for the day-to-day financial and administrative processes and procedures, maintaining accurate systems and ensuring all financial functions and claims administration is carried out accurately and to deadline.

Responsibilities In More Detail

The following are the core outline responsibilities of the Finance Manager, and the list is not exhaustive. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

- Managing the Practice's and HHS Ltd.'s finances, maximising income and reducing expenditure. Helping to identify potential areas of growth and underperformance across the business.
- Maintaining accurate and efficient financial reporting and reconciliation on our accounting software, Xero and through Receipt Bank.
- Maintaining and managing effective systems for invoicing, payments, and debt collection.
- Reviewing all income and expenditure statements, identifying any inaccuracies or queries and rectifying, or understanding the same.
- In conjunction with other members of the BMT, managing and submitting timely claims for regular and ad hoc/seasonal enhanced services and other contract and practice private income.
- Ensuring all Integrated Care Board (ICB) or NHS England (and any other) financial returns, records and queries are handled efficiently.
- Facilitating the effective communication between the businesses and suppliers, members of the primary health care team, the ICB, NHS England and all the other external agencies.
- Being the main point of contact for and liaising with the practice accountant and bankers.
- Liaising with the Practices accountants regarding VAT, year-end accounts, queries and all aspects of Partner finances and drawings.
- Liaising with the PCN Manager and other PCN Practices in relation to all aspects of PCN related income and ARRS staff facilitating the paperwork and payments related to the same.
- Maintaining an effective system for the handling of petty cash, payments and banking.
- Maintaining and monitoring effective end of day systems for cashing up and credit card reconciliation.
- Managing effective systems for the monthly cross-charge to HHS Ltd and questioning/checking the drugs reimbursements, claims, and rebates.
- Overseeing and monitoring the Practice's wholesale activity and profitability.
- Ensuring costs related to the upkeep of the building, equipment and staff are carefully monitored, agreed, and budgeted.
- Along with the HR Manager, managing and overseeing our outsourced PAYE for all staff and managing the organisation's pension scheme.
- Ensuring that effective financial controls are in place and processes are adhered to.
- Documenting and having an awareness of all Practice/HHS Ltd contracts with respect to their term, payment obligations and termination clauses.

- Supporting the Business Manager in reporting financial performance, concerns, and opportunities to the Partners through the preparation of ad hoc and monthly financial reports.
- Accurately monitoring cash flow, forecasting, and predicting workflow corresponding to income.
- Attending and actively participating in practice management meetings
- Pro-actively managing personal training and development requirements.
- Attending any external meetings or training pertinent to the role of Finance Manager

Previous Experience & Qualifications

- Financial record keeping, ideally in Xero.
- Budget management, forecasting, cash flow management and financial reporting.
- Working in primary care or healthcare.
- Educated to a good academic level, ideally a finance qualification or appropriate relevant experience.
- Evidence of ongoing CPD.

Skills & Personal Qualities

- Excellent communication skills and the ability to work with stakeholders at all levels.
- Detail-oriented, with a keen eye for identifying financial trends and discrepancies.
- Ability to work effectively in a fast-paced environment and manage multiple tasks.
- Strong knowledge of financial systems, bookkeeping and compliance requirements.
- A team player, committed to driving business growth and success.
- Demonstrate the ability to manage conflicting priorities, a demanding workload, and tight deadlines.
- Good IT skills and knowledge of Microsoft packages, including Excel and Teams
- Appreciation of absolute confidentiality of information
- Works well with others, is positive and helpful, listens, involves, respects, and learns from the contribution of others.
- Adaptability, flexibility, and ability to cope with uncertainty and change.

Additional key Information

All staff at Holt Medical Practice have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Holt Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Holt Medical Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 5 weeks plus pro rata bank holiday allowance each year and should be encouraged to take all of their leave entitlement.

Person Specification – Finance Manager		
Qualifications	Essential	Desirable
Educated to degree level in healthcare or business		✓
Excellent standard of education with excellent literacy and numeracy skills	✓	
AAT accounting qualification		✓
Experience	Essential	Desirable
Experience of working with the public		✓
Experience of managing accounts	✓	
Experience of maintaining financial information system	✓	
Experience of working in a healthcare system		✓
Experience of managing people and teams	✓	
Experience of successfully developing and implementing projects	✓	
Experience of using Xero financial system		✓
Experience of financial planning and forecasting	✓	
Experience of workforce planning, forecasting and development	✓	
Experience of primary care/running costs for NHS organisations		✓
Relevant health and safety experience		✓
Skills	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Excellent leadership skills		✓
Strong IT skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise and work to tight deadlines in a fast-paced environment	✓	

EMIS user skills		✓
Effective time management (planning and organising)	✓	
Ability to network and build relationships	✓	
Proven problem-solving and analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and co-operative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solutions-focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive, and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team-building sessions		✓
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours		✓
Disclosure Barring Service (DBS) check	✓	
Be discreet and be able to always maintain confidentiality	✓	
Full UK driving license	✓	

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation, and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.