



## Job Description & Person Specification

Position Details		
<b>Position:</b> Practice Manager	<b>Department:</b> Football Medical Team	<b>Reporting To:</b> Head of Medical
<p><b>Overall Objective:</b> The Practice Manager leads the business aspects of the department, meeting the needs of the Club and the Premier League. The role has responsibility for ensuring compliance, advising the management team on upcoming industry changes and requirements, and the overall effective and efficient day to day operational management of the medical team. The Practice Manager will also ensure the well-being of players, doctors and staff at the Training Ground.</p>		
Job Description		
<p><b>Main duties:</b></p> <ul style="list-style-type: none"> <li>• Working with the Head of Medical to develop business strategies and medical services.</li> <li>• Designing and implementing workplace procedures.</li> <li>• Liaising with general practitioners, physiotherapists, and other medical employees to ensure they have necessary support.</li> <li>• Leading a team, including medical administrators.</li> <li>• Evaluates appointment procedures and services.</li> <li>• Keeping up to date with industry and Premier League requirements, advising the team of changes.</li> <li>• Ensuring efficient and effective internal and external communication, acting as the main point of contact for the Medical team.</li> </ul> <p><b>Key tasks:</b></p> <ul style="list-style-type: none"> <li>• Preparing the practice business plan, objectives and practice aims and objectives.</li> <li>• Managing department/practice budgets.</li> <li>• Overseeing and monitoring daily practice operations, including appointment scheduling, cleaning and occupational health and safety.</li> <li>• Managing the team employment, resource planning, rotas, holiday cover and training.</li> <li>• Controls the supply of medications and medical equipment.</li> <li>• Manages patient records and IT system.</li> <li>• Ensuring accurate records are kept, maintaining compliance and meeting Industry standards – including collating statistics and producing reports.</li> <li>• Responding to Doctors, Medical and Football Management team requests in a timely manner.</li> </ul>		

The employee must undergo training and carry out an Equality Impact Assessment on all policies, projects, strategies and plans in line with the Equality Standards.

The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Club.

### Person Specification

#### Essential

- Previous experience in a similar Practice Management role.
- Ability to work in a fast-paced environment, able to multi-task and prioritise work confidently.
- Passionate to deliver world class healthcare.
- Proficiency with EMR systems and software applications, including Microsoft Office Suite
- Demonstrates honesty, integrity, reliability and the ability to ensure confidentiality at all time.
- Presents good customer service skills, well organized with the ability to multi-task and perform well under pressure.
- Possess strong time management skills and have a flexible approach to work.

Key skills and competencies for the role:

- Business management: Demonstrating business acumen you will have strategic planning, problem solving and strong organisational skills.
- Leadership and management skills: able to motivate, manage and lead a team to achieve business goals and objectives and develop strong stakeholder relationships.
- Communication: Able to communicate to the highest level, listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication.
- Teamwork: Works within a team environment, co-operates with others, considers the needs of others and helps others to achieve objectives.
- Taking ownership: Ability to work autonomously on own initiative, pro-active in managing one's own time, building an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.
- Resilience and the ability to maintain professionalism and a calm demeanor at all times.
- Excellent IT skills (including excellent MS Office – word, excel, PowerPoint).
- Able to work to tight deadlines.
- To adhere and communicate the Club's brand values to stakeholders whenever the opportunity arises.
- A commitment to continuing professional development
- To undertake regular Club safeguarding training updates (CPD) appropriate to the role

#### Desirable

- Bachelor's Degree in Healthcare Management or Business Administration required.
- A full clean driving license

### Role Requirements

- To uphold the Clubs Equality and Diversity Policy and Club values
- The Employee must at all times carry out his/her responsibilities and attend required training with due regard to the Club values and policies and procedures, in particular Health & Safety, Equality and Diversity, Safeguarding, Confidentiality and with regard to the Data Protection Act.
- To ensure that the Club's Safeguarding policies and procedures are adhered to at all times.

- To adhere and communicate the Club's brand values to stakeholders whenever the opportunity arises

Leicester City Football Club ('LCFC') provides equality of opportunity for all, celebrating our diversity which is supported through an inclusive and positive environment. LCFC's Equality & Diversity Policy demonstrates a clear commitment to achieving that aim.

We are proud to be a Stonewall Diversity Champion and a Disability Confident club. We are committed to equality of opportunity and oppose all forms of unlawful and unfair discrimination. Please refer to our Equality and Diversity Policy for further information.

Employee Signature \_\_\_\_\_ Date

Manager Signature \_\_\_\_\_ Date



Working in Partnership  
with Autism East Midlands

