

## JOB DESCRIPTION – Clinic Manager

### JOB DETAILS

Reports to: Medical Director  
Working hours: Full time (Monday to Friday and occasional Saturdays) Shifts between 7:30am-17:30  
Location: 54 Wimpole Street

### JOB SUMMARY

This is a fantastic opportunity for a forward thinking, hardworking individual to join a leading clinic with excellent career prospects and generous staff benefits. The London Transgender Clinic is a leading transgender services clinic; passionate about delivering the highest levels of patient care with services ranging from psychological assessment/support, surgery, skin care and hair removal. You will be working closely within a small clinical team consisting of psychiatrists, psychologists, the Surgeon and Medical Director, as well as other therapists and administrators to ensure smooth running of the business.

The Practice Manager will support the Medical Director and in the effective and efficient management of the clinic, taking responsibility for governance, building management and H&S, liaising with regulatory bodies, hospitals and 3<sup>rd</sup> parties, staff management and training, and management of patient care and customer service. They will play an integral part in the smooth running and operational development of the Clinic. They will be responsible for the implementation of policies and procedures and ensure the clinic is up to date with current regulatory bodies and CQC requirements.

The role is permanent, working 40 hours per week supporting the Medical Director to ensure the smooth running of the Clinic.

### Duties & Responsibilities include:

- To manage and develop of all staff
- Premises management & maintenance
- Ensuring that effective policies and procedures are in place and updated in line with regulations.
- To be responsible for producing performance and quality standards within the Clinic, delivered through the Quality & Outcomes Framework (QoF), Enhanced Services and other initiatives.
- Overseeing the clinics CRM system alongside the Assistant Manager, ensuring delivery of high standards of data quality.
- Overseeing the effective running of the clinics IT network, investigating, and resolving problems as required and escalating to the Business Manager where needed.
- Ensuring compliance with GDPR, data security and protection.
- Overseeing IT training and procedures.
- Working with the Business Manager to manage clinic finances, payroll, and procurement.

- The candidate will have a good standard of education, able to work autonomously as well as within a team, along with flexibility, assertiveness, and empathy.

## Human Resources

- To oversee the Assistant Manager in the provision of staff training and development, ensuring guideline and mandatory requirements are met at all levels.
- Manage disciplinary and grievance procedures.
- Ensure Education and Training for staff, clinical and non-clinical is delivered consistently to ensure clinic and self-development in line with clinic needs.
- Ensure Employment Law is followed in all policies and procedures.
- Responsible for recruitment and induction policy.
- Updating and managing staff appraisal programme.

## Premises

- Keeping up to date with tenancies, room rentals and liaising with managing agents and 3<sup>rd</sup> parties where required, working with the Business Manager.
- Take day to day responsibility for all aspects of Facilities Management of the clinic including insurance, employers' liability, and general maintenance. Report regularly to the Clinic Manager.
- Manage H&S and Fire Risks of the premises. Keep all staff up to date with their responsibilities, ensuring adequate training is undertaken.
- Work with Business Manager to identify development opportunities for existing and new premises.

## Operational

- Oversee the day to day running of the clinic.
- Ensure clinic is compliant with all regulatory requirements e.g. CQC, IG, GMC etc
- Oversee clinical and staff rotas working with Assistant Manager, ensuring adequate cover and efficient use of resources to meet patient's needs.
- Manage policies and protocols to ensure all staff clinical and non-clinical have access to up to date guidance to facilitate their role. Carry out regular audits to measure performance and feedback to the Clinical Director as appropriate.
- Point of escalation for all complaints – ensuring they are fully investigated and responded to in line with the complaints protocol. Monitor and report on any trends or concerns.
- Manage the use of rooms across the facility.
- Oversee the presentation of the clinic – ensure the office is welcoming and presentable and display materials are neat, clean and in date.
- Maintain the clinic business continuity plan and ensure that all staff are kept up to date with contact details to use in an emergency.

## Personal Specifications

Attributes	Essential	Desirable
<b>Qualifications &amp; Training</b>	Evidence of continued professional development.	Educated to degree level or equivalent.
<b>Knowledge &amp; Experience</b>	Minimum of 2 years in a supervisory role with some Human Resource responsibilities and operational experience	Previous accountancy or finance experience.
	Excellent IT skills including: Word, Excel, PowerPoint, Teams, Zoom	
	Self-motivated with ability to motivate and inspire others.	Familiar with the CQC and Healthcare Governance.
	Numerate – ability to manage budgets and accounts.	
	Excellent interpersonal and communication skills at all levels.	
	Ability to meet tight deadlines and multitask	
	Proven ability to manage and develop others.	
	Critical thinking and problem-solving skills.	
	Ability to make decisions independently.	
<b>Work Approach</b>	Flexible and willing to take on challenges.	
	Discreet, diplomatic, and empathetic in approach to colleagues and patients.	
	Works well under pressure.	
	Energetic with drive and enthusiasm.	
	Ability to listen and empathise.	

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