

**Job Title: Business Manager**

**Location:** Blofield Surgery, Blofield, Norwich, NR13 4PL

**Salary:** Competitive, depending on experience

**Hours:** Part time; negotiable with the right candidate.

**About Us:** An exciting opportunity has arisen at Blofield Surgery for a highly motivated and dynamic leader to join our team as Practice Business Manager. With the recent completion of a significant extension project, we are refreshing our management structure to ensure we continue providing outstanding services to our patients in an efficient and forward-thinking manner. We are mindful the NHS environment is becoming increasingly challenging, and we hope the creation of the additional space in the extension can be utilised to its full potential to maintain ongoing viability of our high achieving practice.

At Blofield Surgery, we are committed to fostering a positive and supportive workplace culture, where staff feel valued and supported. Promoting the wellbeing of our team and ensuring their retention is important to us for the success of our practice. We believe that happy, engaged staff deliver the best care to our patients and wish to develop this further.

**Key Responsibilities (Also see attached job description):**

- Provide strong leadership and strategic direction for the surgery to ensure operational efficiency and growth.
- Monitor and improve practice performance, ensuring that business objectives align with patient needs.
- Develop and implement staff retention strategies that foster employee engagement, motivation, and professional growth
- Work closely with clinicians and administrative staff to maintain high levels of service and patient care.
- Identify novel opportunities for operational improvement, cost efficiency, and business development.
- Formulate business plans for future practice development and expansion in an ever-evolving NHS landscape.
- Manage budgets, financial reporting, and resource allocation to ensure effective financial management and optimisation of practice income
- Oversee the practice's compliance with CQC standards and ensure all required practices, procedures, and documentation meet the highest levels of quality and safety
- Support the recruitment, training, and development of practice staff to ensure a high-performance culture.
- Develop strong collaborative relationships within the NN4 PCN.

## About You:

The ideal candidate will have:

- A strong strategic vision and the ability to drive efficiency and innovation in a busy healthcare environment.
- Excellent leadership, communication, and interpersonal skills.
- Strong financial acumen and experience in managing budgets and resources.
- A passion for providing high-quality patient care and improving operational processes.
- Previous experience in a senior management role
- A proactive approach to problem-solving and decision-making in a changing environment.
- The ability to collaborate effectively with both clinical and non-clinical teams
- Knowledge of CQC requirements and a commitment to ensuring compliance and continuous improvement

Healthcare experience is advantageous, but we are open to applications from individuals with management experience from other industries.

**Additional information:** The role is initially being offered as a one-year fixed term contract with a view to extension following a satisfactory probationary period

If you are looking for an exciting and rewarding challenge and want to contribute to the continued success of Blofield Surgery, we would love to hear from you.

**How to Apply:** Please send your CV and a cover letter detailing your experience and why you would be a great fit for the role to Dr Catherine Banim - [catherine.banim@nhs.net](mailto:catherine.banim@nhs.net) by 31 March 2025

Interviews to take place from 1/4/25 to 11/4/25.