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## HR & Compliance Manager job description & person specification

<b>Job Title</b>	HR & Compliance Manager
<b>Line Manager</b>	Sarah Hearl
<b>Accountable to</b>	Sarah Hearl
<b>Hours per week</b>	37.5

### Job Summary

Lead in HR & Compliance within the practice, working independently to lead on a wide range of areas across the practice relating to HR & Compliance.

Working closely with the Practice Manager and other surgery managers to improve and maintain standards across a wide range of clinical and administrative activity.

It is likely that this role will grow over time with new responsibilities added, depending on the post-holders experience and strengths.

### Mission Statement

It is the objective of The Clays Practice that all patients shall be treated with respect and sensitivity to their individual needs and abilities.

Staff will be responsive to the individual needs of patients and will provide the appropriate level of treatment to assure the highest possible quality of care.

### Generic Responsibilities

All staff at The Clays 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 are able to 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 will be managed by the appropriate 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. Team work 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 The Clays 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 The Clays Practice, staff are required to dress appropriately for 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 all of their leave plus bank holidays each year.

**Primary Responsibilities**

The following are the core responsibilities of the HR & Compliance Manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

**Human Resources**

- a. Manage all core HR departmental areas, including employee relations, HR admin, learning and development, internal recruitment, employee engagement, and maintaining and improving HR systems.
- b. To be responsible for recruitment, selection, on-boarding, appraisals, off-boarding. This will include checking Imms status and setting up IT logins where needed.
- c. Maintaining the DBS register ensuring all staff have an appropriate DBS check and that routine re checks are carried out as per policy.
- d. Implement mandatory and personal development training, including record keeping for both mandatory training and other courses undertaken. Monitor staff training levels and staff training matrices.
- e. Ensure regular appraisals are carried out, training needs identified, and an annual training plan is completed for all staff with support of the team leads where appropriate.
- f. Ensure employment law, HR policy, best practice and workforce development are applied.
- g. Help identify staffing needs and maintain job descriptions and handbooks.
- h. Ensure staff are complying with company policies, ensure staff are aware of practice goals/objectives and understand their role in achieving them.
- i. Make sure that company values and approach are utilised to strengthen the organisational culture.
- j. To arrange well-run regular (minuted) staff meetings and social events.

- k. Support staff to ensure that all relevant professional standards are met.
- l. Develop and maintain effective relationships to encourage retention and ensure the team perspective is fully represented in decision making.
- m. Absence, grievance & conduct issues management.
- n. Support the equality, diversity and rights of staff.
- o. Deal with day-to-day, ad-hoc meetings with staff to manage any issues arising and liaise with the department managers where necessary.
- p. Compile and maintain reception and admin rotas and sort cover for those off sick or on annual leave.
- q. Conduct staff surveys.
- r. Work with and alongside any outside companies engaged by the surgery (including any specialised HR professionals).

## **Compliance**

- a. Ensure compliance across the practice with all regulatory bodies including but not limited to CQC, NHSE, H&SE, ICO.
- b. Ensure all required policies and procedures are in place and regularly updated on GPTeamNet and reviewed in a timely manner. Ensure staff are complying with policies.
- c. Support the formulation of new policies as deemed necessary and set up systems for implementation.
- d. Manage the ongoing review of materials and communication tools to ensure the practice and teams meet all compliance requirements.
- e. Carry out risk assessments as and when required (DSE/Manual Handling etc).
- f. Adherence to regulatory reporting guidelines and filing deadlines. This will include but is not limited to National Workforce Reporting, Information Governance Toolkit, NHSE Complaints reporting, Information Governance Toolkit, compliance reporting and Practice declarations.
- g. Develop and oversee control systems to prevent or deal with violations of legal guidelines and internal policies by completing regular audit and promoting the regular use of audit within each department.
- h. Revise procedures and reports etc. periodically to identify hidden risks or non-conformity issues.
- i. Collaboration at Practice Management and Partnership Level to monitor enforcement of Standards and regulations.
- j. Understand all CQC requirements and proactively identify areas for improvement. Be responsible for keeping all CQC paperwork and registration details up to date. Support the Management Team with ensuring the practice is outstanding in all areas.
- k. Help support the Partners and Practice Manager through any inspection visits from the CQC.
- l. Help to implement and follow up any action or improvements required by the CQC in order to maintain registration
- m. Ensure compliance across the practice with Information Governance and GDPR standards. Providing assurance to Management and Partners of compliance with record security, audits completion, practice record maintenance and storage and the reporting to the ICO and DPO as necessary.

- n. Assess and audit new staff inductions, pre-employment organisation, DBS checks and documentation checks.
- o. Ensure that significant events are recorded in a timely manner and followed up with the individuals by their line manager with relevant action plans put in place and updated in the comments. Learning to be fed back at clinical and staff meetings. Identify common themes and ensure training is implemented to facilitate improvements.
- p. Be aware of legislation changes and how this will affect service delivery ensuring the necessary changes are implemented to comply.
- q. Assess future Practice ventures to identify possible compliance risks.
- r. Ensure the practice maintains accurate information on its display boards, ensuring all mandatory paperwork is displayed as required
- s. Use business intelligence systems and data to produce documents, reports and presentations on a regular basis for various meetings, distilling complex information and presenting it in an accessible and understandable way to a range of audiences
- t. Work with other practices to understand how they do things; keep up date with best practice and relevant publications / forums to ensure we are working the best way possible.
- u. Project Management of key process improvement projects within the practice throughout the full project lifecycle - Planning, implementation, communication and review.
- v. Provide project support to the Practice Manager and other surgery managers and in the running of key systems and procedures
- w. Encourage staff to collaborate through sharing information and intelligence across different activities.
- x. Build good relationships with all staff groups at The Clays Practice

### Secondary Responsibilities

In addition to the primary responsibilities, the HR & Compliance manager may be requested to:

- a. Partake in audits as directed by the Practice Manager or Partners.
- b. Provide cross cover as needed for any absences at Management Team Level.
- c. Work closely with the management team and all staff to assist with the smooth running of the practice, reporting any problems encountered to the relevant person and providing and implementing solutions.

The person specification for this role is as detailed:

Person Specification – HR & Compliance Manager		
Qualifications	Essential	Desirable
Level 4 or 5 qualification (e.g. NVQ Level 4 or Foundation Degree) in a relevant field (e.g. HR, Business Administration); or equivalent qualification; or equivalent level of relevant knowledge and skills	✓	
Degree level qualification		✓

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of establishing and maintaining effective office administrative systems and record keeping	✓	
Previous experience in an analytical role, with the ability to analyse and interpret information quickly and produce reports		✓
Minimum 2 years' experience working at management level		✓
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge and experience of employment law, health & safety legislation, risk assessment	✓	
Excellent communication skills (written and oral)	✓	
Excellent IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and NHS Mail	✓	
Excellent problem-solving skills and the ability to make critical decisions with little information available	✓	
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
In depth understanding of Primary Care standards and the associated regulations – EG CQC, GDPR, NHSE		✓
SystmOne user skills		✓
TeamNet user and administrative skills		✓
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Able to handle sensitive information with discretion and maintain confidentiality at all times.	✓	
Ability to work independently and as part of a team, demonstrating autonomy and initiative as required	✓	
Excellent conflict management skills and the ability to dissolve any issues easily	✓	
Flexible and cooperative	✓	
Motivated	✓	
Ability to relate to the practice team, demonstrates the Practice values and contribute positively to the Practice culture	✓	
Forward thinker	✓	
Strong problem-solving abilities, with a proactive and solution-oriented approach to challenges	✓	
High levels of integrity and loyalty	✓	
Approachable & personable	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.