



Job description Practice Manager

Job Title: Practice Manager

Location: Abercorn Clinic, Livingston

Reports to: Head of Clinical Operations

Hours: 40 hours per week

Salary: £47,000pa

Job Purpose: The Practice Manager at Abercorn Clinic plays a pivotal role in ensuring the efficient, effective, and compliant operational management of the Clinic. Reporting to the Head of Clinical Operations, the post holder will be responsible for overseeing all non-Clinical aspects of the Clinic's operations, supporting the multidisciplinary team (Psychologists, SLTs, OTs, Assistant Psychologists) in delivering high-quality client care. This role is key to maintaining a smooth, professional, and supportive environment for both staff and clients, upholding the Clinic's mission, ethos, and commitment to excellent service delivery.

Key Responsibilities:

1. Operational Management & Efficiency:

- Oversee the day-to-day operations of the Clinic, ensuring smooth running of reception, waiting areas, and therapy/assessment rooms.
- Implement and maintain efficient administrative systems and processes, including client registration, appointment scheduling, record management, and billing.
- Manage Clinic resources effectively, including ordering and maintaining supplies, equipment, and IT systems.
- Ensure Clinic premises are well-maintained, clean, and conducive to a therapeutic environment.
- Implement policies and procedures for the effective delivery of all aspects of individual and group therapeutic practice.
- Lead on the development and implementation of new operational processes to improve efficiency and client experience.

2. Financial & Administrative Oversight:

- Manage financial administration, including invoicing, payment processing, expense tracking, and liaison with wider finance team in Group, as necessary.
- Oversee the implementation of the Clinic's Payment and Cancellation Policy, ensuring clear communication with clients and consistent application.

- Maintain accurate financial records and prepare regular financial reports for the Senior Management Team.
- Manage petty cash and other Clinic funds responsibly.

3. Staff Support & Human Resources (Non-Clinical):

- Liaise with the HR/ Recruitment team in respect of hiring processes for new staff.
- Oversee staff rotas and leave management to ensure adequate cover for Clinic operations.
- Act as a first point of contact for staff queries regarding non-Clinical HR matters and Clinic policies.
- Support the Head of Clinical Operations in implementing aspects of the Disciplinary Policy and Procedure for administrative staff where appropriate.
- Contribute to fostering a positive and collaborative working environment for all staff.

4. Compliance & Governance:

- Ensure the Clinic operates in full compliance with all relevant legislation, including data protection (GDPR), health and safety, and employment law.
- Oversee the implementation and adherence to all Clinic policies and procedures (e.g., Social Media Policy, First Aid Policy, Waste Management Policy, Complaints Handling Policy).
- Maintain accurate and organised records of all Clinic operations, policies, and staff training.
- Support internal audits and quality assurance processes to ensure high standards of service delivery and compliance.
- Liaise with external regulatory bodies as required for operational compliance (e.g., local authorities for waste, Health & Safety Executive).

5. Client Experience & Relations:

- Ensure a welcoming, organised, and supportive experience for all clients from their first point of contact.
- Oversee client feedback mechanisms (e.g., surveys, suggestion boxes) and contribute to reviewing and acting upon feedback.
- Handle client inquiries, concerns, and complaints effectively and professionally, escalating Clinical concerns to the Head of Clinical Operations as per the Complaints Handling Policy.
- Maintain excellent communication with clients regarding appointments, payments, and Clinic updates.

6. Facilities & IT Management:

- Oversee the maintenance and security of the Clinic premises, ensuring a safe and functional environment.
- Manage relationships with contractors for cleaning, maintenance, and other services.

- Ensure IT systems are functional, secure, and support Clinic operations effectively, liaising with IT support as needed.

Person Specification:

Qualifications and Experience:

Essential	Desirable
Proven experience (minimum 3 years) in an operational or practice management role, preferably within a healthcare, psychology, or similar professional service environment.	Degree or equivalent qualification in business administration, healthcare management, or a related field.
Strong administrative and organisational skills.	Knowledge of private healthcare regulations and compliance requirements in Scotland.
Experience with financial administration and basic accounting principles.	

Personal Competencies:

- Highly organised with exceptional attention to detail.
- Proactive, with the ability to work independently and manage multiple priorities effectively.
- Excellent interpersonal and communication skills (written and verbal) for interacting with clients, staff, and external parties.
- A professional, discreet, and empathetic approach, maintaining strict confidentiality.
- Ability to work under pressure and adapt to change in a dynamic environment.
- Problem-solving skills and a solution-focused approach.
- High level of integrity and trustworthiness.

Professional Competencies:

- Sound understanding of operational efficiency and process improvement.
- Knowledge of relevant health and safety regulations.

- Familiarity with data protection principles (GDPR).
- Ability to manage and motivate administrative staff.
- Experience in implementing and monitoring policies and procedures.
- Understanding of client-centred service delivery.