

<b>Job title</b>	<b>Practice Management Consultant (NHS, Business &amp; General Practice)</b>
<b>Report to</b>	Head of NHS, Business and General Practice and Head of Operations (Advisory Services)
<b>Department</b>	Advisory Services
<b>Directorate</b>	Business Services Directorate
<b>Grade</b>	Advisor/ AM1

## JOB DESCRIPTION

### OBJECTIVES OF JOB

To develop and deliver a variety of high-quality practice management advisory services to BDA members.

The role may require occasional travel within the UK.

### MAIN DUTIES & RESPONSIBILITIES

- To provide advice (primarily via telephone and email) to members on various general practice issues, including:
  - Delivery of dental services in accordance with NHS and healthcare legislation
  - NHS contracting, commissioning, and procurement
  - Reform of NHS dentistry
  - Payments to primary care dentists working under GDS and PDS
  - NHS Performers List issues
  - Business management and development
  - Private practice conversion
  - Setting up in practice and buying and selling a practice
  - Business planning
  - Property and planning matters
  - Information Governance
  - Incorporation within the NHS
  - Data Protection, Freedom of Information, and record keeping matters
  - Patient consent
  - Other business and general practice issues pertinent to dentists practising private and NHS primary care dentistry
  - Other NHS, business and general practice issues pertinent to dentists practising primary care dentistry
- To provide guidance and assistance to team members and others across the Association (including the Policy team and GDPC) by telephone, email and in person in relation to NHS, Business and general practice issues.
- To assist members with and draft written communications to Primary Care Organisations and NHS Resolution / First Tier Tribunal regarding NHS contracting, contractual disputes and performers list matters.
- Where appropriate, to attend meetings and hearings with Local Dental Committees and Primary Care Organisations regarding members' disputes.

- To advise members on NHS contracts and practice policies.
- To monitor, research and analyse developments in NHS and private dentistry and to ensure regular updating and development of advice for members in the form of written advice, models, policies, BDJ In Practice articles, web content and advice through alternative forms of media.
- To give talks and presentations to dentists and practice staff on practice management, business and NHS matters as required.
- To represent the Association at meetings with outside bodies and promote the services offered by the Association as appropriate.
- To undertake special projects as and when necessary.
- To maintain a current knowledge of the work of the sub-directorate and overall directorate.

## PERSON SPECIFICATION

### The following skills and attributes are essential for the role

- Background in law (academic or professional) or practical experience of working within a legal, regulatory or relevant commissioning environment or significant experience providing business advice to small healthcare businesses
- Excellent written and oral communication skills
- Negotiation, persuasion and influencing skills
- Good personal organisation skills so that work is prioritised correctly and deadlines are met
- Ability to communicate with professionals at all levels
- A commitment to providing a high level of service to individuals
- Flexibility and the ability to work as part of a team
- Good IT Skills

### The following skills and attributes are desirable for the role

- Legal qualification or other professional qualification
- Knowledge of relevant associated aspects of law – particularly contract law and public law
- Current working knowledge of NHS local commissioning and primary care
- Current working knowledge of the financial, business and legal framework in which small businesses operate
- Awareness of the basic commercial and legal issues surrounding tendering for contracts
- Experience of or willingness to undertake public speaking to large and small audiences