

Practice Business Manager

Location: New Horizons Medical Partnership – split across Totton Health Centre and Forest Gate Surgery, in Totton Hampshire.

Salary: Competitive, dependent on experience, with annual performance-related bonus

Contract: Permanent, Full or Part Time

Responsible to: GP Partners

About the Practice

We are a large, well-established GP practice operating across two sites, providing high-quality primary care services to a diverse patient population of c.24,000. Our practice is forward-thinking and committed to continuous improvement, innovation, and the delivery of excellent patient care.

We are seeking an experienced and motivated Practice Business Manager to join our senior leadership team. The successful candidate will have overall responsibility for the efficient, effective, and profitable running of the practice.

We achieve highly at the qualities and outcomes framework (QOF) each year, seek out new opportunities and we are actively involved in our local primary care network (PCN). We have approximately 80 members of staff and we are a large training practice. This includes ten GP partners, nine salaried GPs, three advanced nurse practitioners, seven nurses and six health care assistants. Many of our staff trained at the practice and we have several with long service awards including that of more than 30 years. The population we serve is diverse and varied stretching from affluent areas to pockets of significant deprivation and health inequalities.

Job Summary

The Practice Business Manager will provide strategic, financial, and operational leadership across both sites. Reporting directly to the GP Partners, the postholder will ensure the practice remains financially sustainable, compliant, and responsive to the changing demands of primary care. The successful candidate will be expected to be largely present on site, hours are negotiable, but the candidate would be expected to work a minimum of three days a week. The role will include overall management of business operations, finances, and performance, as well as leadership of the HR and Operations Managers, who report directly to this post. A key focus will be on business development, identifying and delivering new income opportunities, and ensuring robust financial oversight. The successful candidate will sit on the board of our primary care network alongside a GP partner. The successful candidate will also be closely involved in linking into our local health care boards and be responsible for disseminating information from them to the GP partners.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing the Practice and the NHS.

Key Responsibilities

- Provide overall leadership and management of the practice, ensuring efficient day-to-day operations across both sites.
- Work with the GP Partners to develop and implement the practice's strategic business and financial plans.
- Manage and monitor all financial processes, including budgeting, forecasting, financial reporting, and contract management.
- Identify, evaluate, and implement opportunities to generate additional income and improve profitability.

- Lead and support the HR Manager and Operations Manager, fostering a positive and collaborative working culture.
- Ensure the practice complies with all relevant NHS, legal, and regulatory requirements.
- Oversee performance against key targets, including clinical and operational indicators.
- Contribute to workforce planning, recruitment, and staff development initiatives.
- Promote continuous improvement, innovation, and service excellence across all areas of the practice.
- Sit on the primary care network board

Person Specification

Essential Criteria

- Significant experience in a senior management or business leadership role.
- Strong financial management skills, including experience in budgeting, reporting, and analysis.
- Proven ability to develop and deliver business and financial strategies.
- Excellent leadership, communication, and interpersonal skills.
- Ability to manage and motivate staff across multiple sites.
- Highly organised, with a proactive and strategic approach to problem solving.

Desirable Criteria

- Previous experience in primary care or NHS management.
- Understanding of NHS contracts, funding streams, and compliance frameworks.
- Degree or equivalent qualification in business management, finance, or a related field.
- Knowledge of EmisWeb, Pinnacle, Ardens and other IT platforms.
- Understanding of CQC inspection and compliance process

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Remuneration and Benefits

- Competitive salary commensurate with experience.
- Annual performance-related bonus linked to practice profitability.
- Supportive partnership team and collaborative working environment.
- Opportunities for ongoing professional and personal development.

Employer's website

[New Horizons Medical Partnership - Providing NHS Services](#)

How to Apply

Please submit your CV and a detailed covering letter outlining your suitability for the role to Lorraine Hickman, HR manager.

Closing Date: Sunday 30th November 2025 – please note this may be sooner if the correct applicant is found.

Interview Date: To be confirmed with applications.