



**Adelaide
Eye Surgeons**

PRACTICE MANAGER

JOB & PERSON SPECIFICATION

MARCH 2026



JOB SPECIFICATION

POSITION: PRACTICE MANAGER

REPORTS TO: PRACTICE PRINCIPALS

Owned and operated by Dr Edward Greenrod and Dr Dania Qatarneh, Adelaide Eye Surgeons is an established and respected private provider of professional and specialist eye surgery services. South Australian owned and focused on optimal eye care for South Australians, Adelaide Eye Surgeons are expert in proven advanced surgical treatments specialising in cataract, cornea, glaucoma and retinal surgery.

Working closely with and reporting to the Practice Principals, the Practice Manager will be responsible for the corporate services functions for the practice and will provide leadership to the administrative team with a key focus on delivery of effective, professional, friendly and timely patient-focused services to the medical specialists and their clients.

Key Responsibilities

- the overall accountability of the administration, business and corporate operations with a clear objective of freeing up the doctors to focus on their specialised service delivery;
- manage day-to-day operations of the practice to ensure practice objectives are achieved;
- together with practice principals develop business strategies and patient services;
- ensure the business functions in accordance with the strategic and operational plans;
- all aspects of the people and culture portfolio including rostering, recruitment, induction, performance management and review and training and development of the administrative team;
- maintain compliance with appropriate HR legislation, Fair Work/NES, WHS etc.
- coordinating the administrative function to ensure optimal clinical flow management and a united approach to excellence in patient care;
- review and improve practice systems including workflow optimisation, staff productivity, and development of growth strategies;
- develop, implement and maintain best practice systems towards continuous improvement in both administration and customer service;
- financial management of practice billings, receivables and debt collection and preparation of regular financial reports;
- fortnightly practice reviews with the practice principals;
- develop contemporary practice policies ensuring regular review and adherence to relevant legislative and accreditation requirements;
- manage external relationships on behalf of the practice with Medicare, private health providers, legal adviser, accountant, bank personnel and suppliers of goods and services;
- maintain an efficient and secure IT system in conjunction with the IT provider;
- marketing activities for the Practice including liaison with referrers, website and social media updates;
- inventory management for supplies and consumables.



Key Result Areas

1. leadership, strategic planning and communication;
2. human resource management;
3. financial management and corporate compliance;
4. operations management;
5. stakeholder management, marketing and customer service.

1. Leadership, Strategic Planning and Communication

- effectively communicating and exemplifying Adelaide Eye Surgeon's vision, mission, objectives, values and strategies to all key stakeholders;
- performing the pivotal leadership role for the business administration;
- working closely with the Practice Principals to ensure strategic and operational plans are prepared, implemented and communicated effectively.

2. Human Resource Management

- leading, developing, motivating and managing the human resources of the Practice;
- ensuring a harmonious and participative employee relations culture and providing appropriate conflict management towards positioning Adelaide Eye Surgeons as an employer of choice;
- ensuring that the business complies with all statutory and legal obligations including but not limited to all relevant work health and safety obligations.

3. Financial Management and Corporate Compliance

- liaising with the external accountant and finance contractors to ensure thorough financial oversight;
- ensuring the Practice Principals are provided with timely and accurate management and financial reports to aid key decision making;
- ensuring the Practice meets all its statutory, legal, governance and reporting obligations within contemporary frameworks;
- monitoring and controlling cashflow, invoicing, receivables for the Practice.

4. Operations Management

- providing an overview of the operational processes and systems of the business and reporting to the Practice Principals on a regular basis regarding continuous improvement initiatives;
- identifying, implementing and reviewing the Practice ICT systems (in consultation with the external ICT providers) to ensure effective management and security of commercial, client and administrative data;
- ensuring day-to-day operations achieve optimal workflow and patient services.

5. Stakeholder Management, Marketing and Customer Service

- identifying and developing innovative opportunities and strategies to ensure Adelaide Eye Surgeons is customer focussed and delivers increased value to clients/patients;
- establishing and maintaining effective relationships with all stakeholders;
- proactively driving, modelling, facilitating and championing a strong culture of customer service with internal and external stakeholders;
- managing the relationship with key suppliers and advisors.



PERSON SPECIFICATION

Qualifications

- Management or business administration qualifications are desirable but not essential

Experience & Knowledge

- significant experience within a management role ideally within a medical or comparably client focussed human or professional services environment
- demonstrated leadership skills with the ability to effectively recruit, train and manage teams
- demonstrated commitment to the promotion of continuous improvement in work culture
- financial management capability including financial reporting, budgeting, debtor management, accounts payable, payroll and bank reconciliations. Experience using Xero accounting software or similar will be well regarded
- IT competency to ensure systems are operational, efficient and secure. Experience with MS Word, Excel, Outlook and patient database software. Website management skills will be well regarded.
- risk management experience, maintaining compliance with WHS and privacy legislation and ability to provide relevant staff training
- experience in reviewing and updating policies and procedures to reflect current practices and legislation
- experience using Genie (or comparable) practice management software will be well regarded

Personal Qualities

- commitment to exceptional customer service
- excellent organisational and problem-solving skills
- ability to prioritise and to multi-task
- excellent interpersonal skills
- sound commercial acumen
- self-starting, versatile and highly motivated
- team orientation and team building capability
- warmth, empathy and good humour
- skills to effectively communicate with a wide range of stakeholders from diverse backgrounds
- strong ethics and professionalism
- ability to manage conflict;
- capacity to mentor, empower and develop strong performers
- capacity to manage performance;
- authenticity
- ability to establish trust and empower staff
- demonstrated capacity for delegation
- preparedness to be hands on as required
- ability to be a positive influence on the organisation
- courteous assertiveness
- a keen eye for process improvement
- the intelligence, experience and judgement to assess options and advise the Practice Principals



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.