

# BA Practice Manager

## *Hands-on support for the growing firm*

Many practices are too busy to effectively implement the strategies that they know are required to improve performance and productivity. Often, the Practice Manager is overloaded with client work and not necessarily able to facilitate the change management process.

Business Aptitude can provide an experienced Practice Manager for a set period of time eg., one day per week or fortnight, to put in place systems and processes for moving the practice forward as well as training staff to develop the skills they need to take over key management functions on an ongoing basis.

A typical example of the support that we can provide practices is shown in the following brief that was accepted and provided to a Sydney-based accounting firm in 2005.

**Objective** To drive practice management process over the next 6 months

**Terms of reference** Provide hands-on support as practice manager for 1 day per week.

1. Drive the invoicing and debtor collection process
2. Oversee workflow management and production process
3. Monitor and manage WIP, practice KPIs and individual KPIs
4. Run weekly management meeting
5. Non-technical staff training sessions as required
6. Run production meetings
7. Liaise with staff re workloads and WIP
8. Identify and address internal practice / team issues as they arise
9. Put in place internal systems as required
10. Liaise with partners re progress
11. Run Practice Development Program as the practice 'champion'

This project allowed the practice to focus on workflow whilst Business Aptitude ensured that the practice was able to be managed effectively. Over time, key staff were trained to take over these roles and responsibilities.

For further information, contact Business Aptitude directly on Ph 02-9904 8400 to find out how we can improve the productivity and performance of your firm.

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