

## **JOB DESCRIPTION**

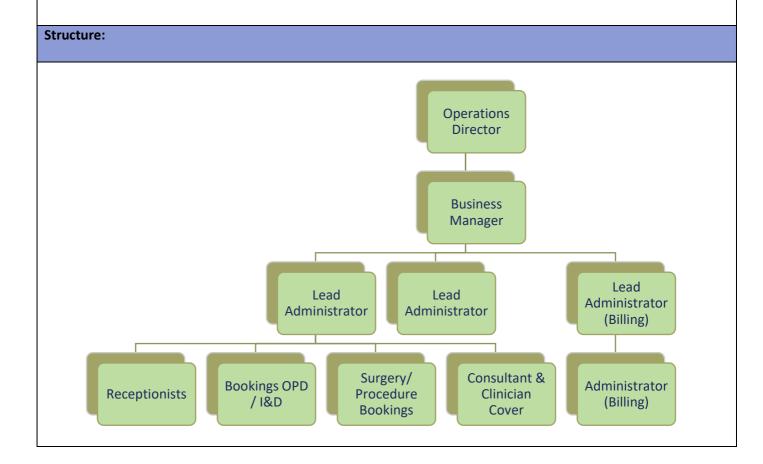
Job Title:	Business Manager
Salary:	Competitive (Experience Dependent)
Location:	Welbeck Oxford
Reporting to:	Operations Director

#### **Job Summary:**

We are seeking an experienced and dynamic Senior Manager with exceptional interpersonal and leadership skills to join our team at our new, state-of-the-art multi-specialty Welbeck centre.

This is a unique opportunity to play a key role in establishing and growing one of the most exciting developments within the Welbeck Health Partners network. You will work alongside leading consultants across multiple specialties to deliver outstanding patient care and operational excellence.

As the centre develops and expands, this role offers significant scope for professional growth and the opportunity to contribute to shaping the future of premium healthcare delivery in the Oxfordshire region.



#### **About Welbeck:**

Welbeck Oxford was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the Oxfordshire area.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Urology and Gastroenterology.

Welbeck Oxford forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at 1 Welbeck Street, London. Additional centres are also planned both nationally and internationally.

#### **Controls Assurance Statement:**

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

#### Aim of the role:

The post holder will be expected to support their team, department and centre to achieve the Welbeck Values in their day-to-day work. These are:

- Collaboration, Harnessing strength in difference
- Ambition, Seeing beyond the now
- Kindness, Supporting others
- Empowerment, Unleashing potential

The post holder will provide a responsive and efficient administrative service to meet the needs of the Business. The post holder will use their reason, intellect and judgement to work on their own initiative to deal with matters on behalf of their Manager/Management Team.

The post holder will be an effective decision maker, who is able to prioritise their own workload whilst responding to interruptions. The post holder will be able to deal with unpredictable work patterns and proactively deal with issues without reference to others.

# **Key Relationships & Stakeholders:**

This role is pivotal in building and maintaining strong relationships with internal teams, service users, and key stakeholders. The post-holder will collaborate with clinical staff and senior leadership to drive service improvements, support business development, and ensure a patient-centred approach.

Using feedback and data-driven insights, they will influence service planning, operational performance, and governance compliance.

## Main Duties and Responsibilities:

- Overall responsibility for all business functions, including budget control, operational management of patient pathways, and billing/accounting.
- Line-manage the Front of House and Administration teams, including lead administrators, receptionists, billing staff, and clinical/consultant administrative teams.
- Promote a patient-centred approach, upholding exceptional customer service principles throughout the patient journey.
- Ensure all staff are appropriately inducted, trained, and supported with the necessary resources to perform effectively.
- Identify and address training and development needs for staff, ensuring performance appraisals and development plans are completed in line with policy.
- Recruit suitable candidates for Front of House, Administration, and clinical support roles as required.
- Support the Centre Director, Clinical Service Director and Operations Director in identifying new business opportunities, service redesign initiatives, and operational improvements focused on patient care.
- Use service improvement techniques, audit processes, and data analysis to monitor and enhance service delivery.
- Engage proactively with service users, clinical teams, and key stakeholders to ensure feedback informs service planning and continuous improvement.
- Assist in implementing and maintaining clinical governance, complaints, and risk management processes, monitoring compliance with regulatory standards and best practice.
- Support clinical staff in root cause analyses of complaints, incidents, and operational issues, ensuring timely resolution and learning.
- Collect, interpret, and report on data relating to service performance, patient satisfaction, and operational efficiency, recommending corrective actions as necessary.
- Ensure appropriate administrative and operational coverage in line with service needs, including contingency planning.
- Oversee debt collection reporting and management, working with internal teams and external agencies to optimise financial performance.
- Adopt a data-driven approach to decision-making to improve services objectively and effectively.
- Develop and maintain effective communication channels across teams to foster collaboration, engagement, and a high-performing work culture.
- Ensure compliance with HR, health & safety, and regulatory requirements across all business functions.
- Champion a culture of continuous improvement, innovation, and operational excellence throughout the service.

## **Operational Delivery:**

This role ensures the smooth and efficient running of all business functions, from patient pathways and billing to administrative operations. The post-holder will manage and support Front of House and Administration teams, driving service improvements, operational efficiency, and compliance with governance and performance standards. They will use data and audit insights to optimise service delivery and maintain a high-quality, patient-centred experience.

#### **People Management:**

The Business Manager will lead, support, and develop a diverse team, including lead administrators, receptionists, billing staff, and clinical/consultant administrative teams. This role is responsible for ensuring all staff are effectively inducted, trained, and resourced, with performance appraisals, development plans, and recruitment managed in line with organisational policy.

By fostering a positive, patient-centred culture, the post-holder will motivate teams, address training needs, and create a high-performing, collaborative environment that delivers exceptional service across all patient and business functions.

## Values & Behaviours:

- Demonstrable commitment to and focus on quality, promotes high standards to consistently improve surgery centre delivery of care
- Demonstrable skill to work together to serve our customers through delivering effective stock management
- Value diversity and difference, operates with integrity and openness.
- Treating others with compassion, empathy and respect.
- Share information openly and effectively.
- Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.
- Uses evidence to make improvements, increase efficiencies and seeks out innovation.
- Actively develops themselves and others.

#### **Infection Prevention & Control:**

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement Business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing healthcare so far as is necessary to enable the Business to meet its obligations under the Health and Social Care Act 2008.

## Safeguarding:

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Employees should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

# **Confidentiality:**

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage by the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

# Risk:

- Accept personal responsibility for contributing to the management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Business.
- As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Business, following the Business policy and training.
- Identify and report actual or potential hazards/ risks in the work environment per Business policies and take immediate action to minimise risks where it is reasonably practicable to do so.
- Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.
- Follow Welbeck Health Partners policy on using Personal Protective Equipment e.g., Masks, Gloves, Visors etc.
- Awareness of and compliance with Health and Safety Regulations.

## **Equality & Diversity:**

The Business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminating all forms of unlawful discrimination.

The Business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Business Equality and Diversity policy and individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practices.

## **Health and Safety at Work:**

In addition to the Business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to cooperate with your employer in the discharge of its statutory duties.

You must adhere strictly to the Business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

# **Disclosure and Barring Service (DBS):**

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy, and you will be required to sign up and maintain your subscription to the DBS Update Service.