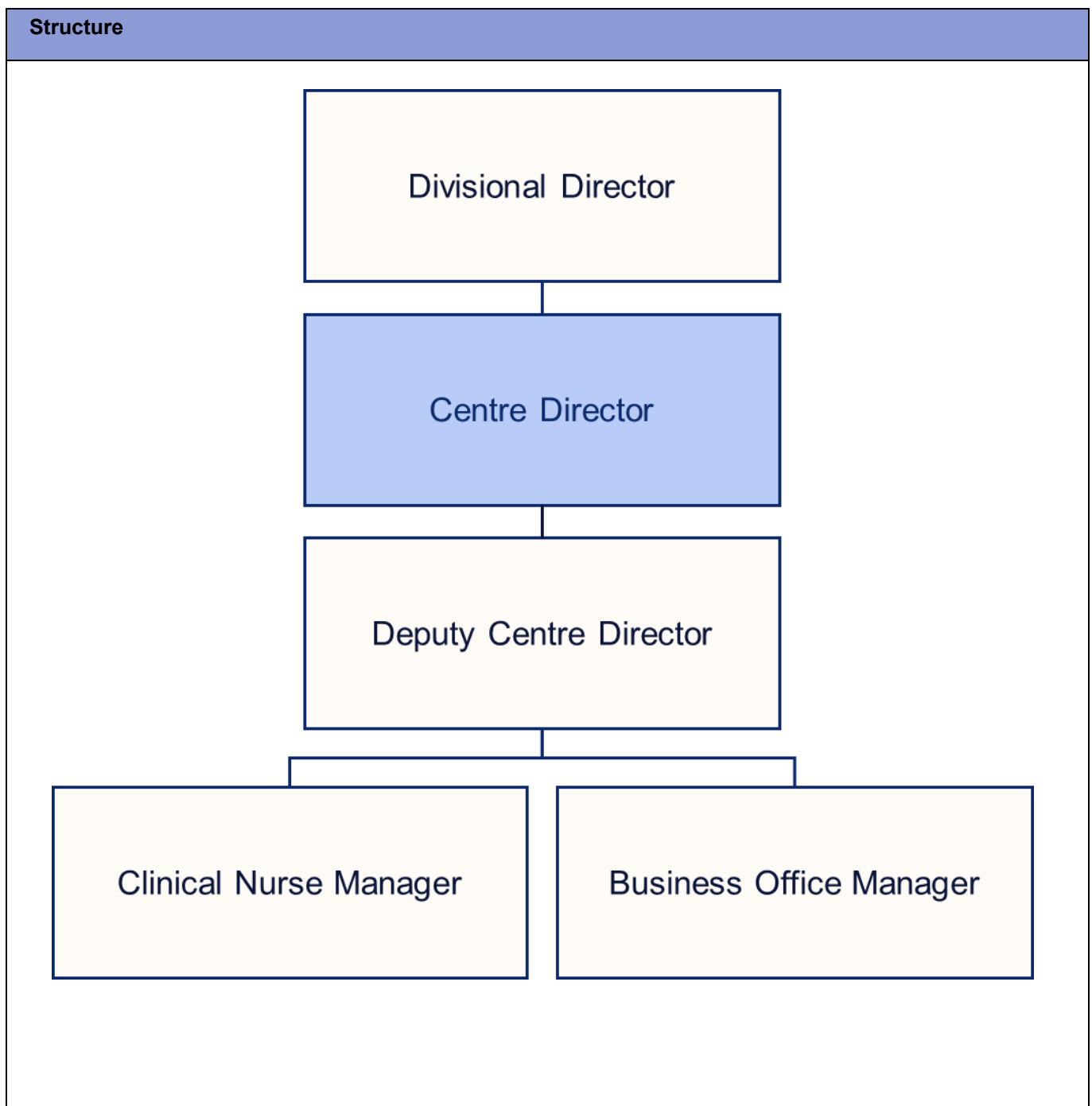


JOB DESCRIPTION

Job Title	Centre Director
Salary & Benefits	Competitive based on experience Benefits include private medical insurance and a performance-related bonus.
Department	OneWelbeck ENT (Ear, Nose and Throat)
Location	OneWelbeck, 1 Welbeck Street, London, W1G 0AR
Reporting to	WHP Divisional Director



About OneWelbeck

OneWelbeck was founded by doctors and healthcare leaders who believe that there is a better way to deliver care. We are driving excellence and improving patient outcomes by breaking down the barriers that exist in today's healthcare system.

Our London flagship, OneWelbeck, is a specialist facility with eight floors of minimally invasive day surgery and outpatient diagnostics, procedures and consulting. Our specialty Centres include Imaging and Diagnostics, Pharmacy, Orthopaedics and Neurology, Endoscopy, Heart and Lung Health, ENT & Skin Health, Women's and Men's Health, Digestive Health and Health Assessment and Longevity.

Welbeck Health Partners are currently developing several other Centres across the UK and internationally.

The Opportunity

We are seeking an outstanding Centre Director to lead the ENT Centre at OneWelbeck. This is an exciting opportunity for an experienced healthcare manager to work with a group of leading ENT and Maxillo-facial consultants to operate and drive growth through this specialist Centre. One Welbeck currently offers a full complement of ENT and Maxillo-facial treatments including, but not limited to:

- Audiology services – hearing assessment, hearing aid fitting, vestibular pathologies
- Rhinology – anosmia, turbinates, septal deviations
- Otology – cochlear implants, hearing restoration
- Laryngology – snoring, voice disorders and preservation
- Maxillo-Facial – salivary gland surgery, dental work

The role comes at a particularly exciting time with the opening of a multi-million-pound expanded ENT centre early in 2026, this will double the capacity of the centre in both consult and procedure spaces. This role will be heavily focused on supporting the growth in services and operationalising the centre to be one of the largest private ENT centres in the world in terms of doctor concentration with over 45 Clinicians currently and floor space occupied.

Key Responsibilities

1. Operations & Service Delivery

- Manage daily centre operations to ensure smooth and efficient performance, while delivering growth initiatives that expand our service offerings and enhance patient outcomes.
- Support administrative and clinical teams to provide exceptional patient care and experience.

2. Clinical Services & Innovation

- Oversee diagnostic and treatment services, including:
 - **Imaging:** Diagnostic Ultrasound, cone beam CT.
 - **Minor procedures:** Minor procedures in outpatients including laser, coblation and lithotripsy.
 - **Innovation:** PRP in anisomia and voice disorders
 - **Surgery:** managing and maximising surgery lists for the consultants
 - **Pioneering treatments:** Trigeminal nerve stimulation
- Support the adoption of innovative diagnostics, procedures and technologies.

3. Commercial & Financial Management

- Identify opportunities to drive revenue and profitability.
- Manage the centre's budget and support financial planning.
- Collaborate with stakeholders to drive growth.

4. Quality Assurance & Performance Improvement

- Ensure compliance with CQC and regulatory standards.
- Use performance metrics and patient feedback to drive quality improvements.
- Foster a culture of continuous improvement.

5. People Management & Leadership

- Lead, mentor and manage centre staff (Business Manager, Clinical Leads and Billing Manager)
- Oversee recruitment, training and professional development.

6. Stakeholder & Relationship Management

- Build strong relationships with key groups including:
 - Joint Venture Board, invested partner doctor partners, clinical leads, corporate teams (IT, Finance, Commercial, Procurement, HR, Clinical Quality), patients, suppliers, centre staff, director peers, and referring stakeholders.
- Facilitate effective communication and collaboration.

7. Regulatory, Governance & Safety

- Align processes with gold-standard practice and CQC requirements.
- Act as CQC Registered Manager, overseeing risk management, patient safety and clinical governance.

Candidate Profile

Essential Experience & Qualifications


- Proven healthcare management experience (operations, administration, commercial).
- Bachelor's degree in healthcare, business, or a related field.
- Strong grasp of regulatory compliance and quality standards.
- Data-driven decision-maker with excellent communication and collaboration skills.

Desirable Qualifications

- Recognised leadership management training (e.g., MBA, leadership certification).
- Knowledge and understanding of Dermatology, Allergy, Phototherapy, Mole Mapping and plastics.

Key Competencies

- Leadership & People Management: Inspire and drive team performance. Build strategic partnerships and relationships.

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- Financial Acumen: Analyse and influence financial trends, budgeting, forecasting and revenue growth.
 - Adaptability & Agility: Effectively navigate dynamic challenges in a fast-paced environment.
 - Communication & Influence: Skilled in presenting, negotiating, and persuading.
 - Integrity & Resilience: Uphold professionalism and accountability.
 - Planning & Organisation: Manage time and resources efficiently.

Core Values at OneWelbeck

As a leader at OneWelbeck, you will embody and promote our core values:

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