

Role Title: Practice Manager

Reports to: Head of Operations – Practice Management

Direct Reports: None

Location: Hybrid | WPM London Hub (Ealing Broadway) x 3 – WFH x 2

Role Purpose

The Practice Manager will provide high-level operational, administrative, and managerial support to ensure the smooth running of consultants' practices within the Practice Management Service (PMS).

The postholder will take ownership of day-to-day practice management, coordinating patient pathways, managing consultant diaries, and liaising with patients, hospitals, insurers, and third parties. They will combine hands-on practice management with a focus on patient-centred service delivery, operational efficiency, and commercial awareness.

This role requires a proactive and adaptable individual who can work independently while collaborating effectively with colleagues, supporting continuous service improvement, and embracing digital solutions to enhance efficiency and patient experience.

Principal Objectives

- Deliver a consistently high standard of practice management and administrative service.
- Coordinate and oversee consultant diaries, appointments, and patient pathways, ensuring clarity and efficiency for all stakeholders.
- Act as a trusted point of contact for patients, hospitals, insurers, and other healthcare providers, ensuring professional and timely communication.
- Drive continuous improvement by adopting and embedding digital tools and process enhancements.
- Contribute to practice efficiency and service excellence by identifying and implementing improvements.
- Support team development and capability growth through training, mentoring, and knowledge sharing.
- Ensure patient care, confidentiality, and communication remain at the heart of all activities.

Key Responsibilities

1. Operational & Patient Service Delivery

- Manage and coordinate consultant diaries, appointments, and procedures to ensure efficiency and patient clarity.
- Oversee patient records, correspondence, and reports, ensuring accuracy and compliance with confidentiality and data protection requirements.

- Liaise with hospitals, insurers, and healthcare providers to facilitate smooth and timely patient journeys.
- Anticipate and resolve operational or scheduling issues, keeping patients and consultants informed.
- Ensure effective use of practice management systems and support digital adoption within the team.
- Support consultants in delivering a patient-centred, efficient, and commercially sustainable service.

2. Relationship Management

- Act as the primary contact for patients, consultants, hospitals, insurers, and third parties.
- Build and maintain strong professional relationships with all stakeholders to ensure seamless practice operations.
- Demonstrate discretion and professionalism when handling sensitive or confidential information.

3. Performance & Continuous Improvement

- Identify, recommend, and implement process improvements to enhance efficiency, patient satisfaction, and team performance.
- Contribute to a culture of innovation, adaptability, and resilience within the team.
- Support colleagues through mentoring and training, ensuring capability development across the service.
- Uphold consistent practice management standards, aligned with business objectives and patient-centred values.

Skills and Experience

Essential

- Previous experience (3+ Years) in private healthcare administration or practice management.
- Strong leadership, organisational, and practice management skills.
- Excellent written and verbal communication skills.
- High IT proficiency, with confidence in adopting and embedding new technologies.
- Strong attention to detail and process discipline.
- Ability to work autonomously while contributing positively to a team.
- Commercial awareness, with the ability to balance patient care and business needs.
- Proven resilience, remaining calm and effective under pressure.
- Proactive, adaptable, and solutions-focused mindset.
- Commitment to patient-centred care and service excellence.

Desirable

- Knowledge of specialty specific patient pathways.
- Familiarity with Carebit / Semble patient management software and digital scheduling systems.

Attributes

- Patient-focused and service-driven.
- Proactive and self-motivated, with a sense of accountability.
- Collaborative and adaptable, able to work flexibly across different tasks and demands.
- Innovative, process-oriented, and committed to continuous improvement.

Package

- Salary Range: £40,000 - £45000 *dependent on experience
- Hybrid working model (3 days office / 2 days remote)
- Office Location: Spaces Ealing Aurora 71-75 Uxbridge Rd, London W5 5SL
- 28 Days Annual Leave
- Company Pension (Aviva) – Company Contribution 5%
- Welbeck Health Partners Extensive Benefits Package – including – Private Medical Insurance, Health Cash Plan, Season ticket Loan, Car Salary Sacrifice Scheme, Blue Light Card

** experience of acting in supervisory role, managing complex specialty, operationally complex pathways, active participation new service development or process initiatives*