

Support Analyst

Job Title: Support Analyst

Location: 1 Welbeck Street, London, W1G 0AR

Department: Information Technology

Reports to: Senior Systems Manager

Salary Range: £30k-£32k

Job Type: Full-time, Permanent

About Welbeck Health Partners

We know new healthcare models can drive significant quality and efficiency benefits in markets around the world. Our model is based on partnering with doctors to build and operate highly focused clinics, which specialise in single medical specialities such as Endoscopy, Orthopaedics or Cardiology.

We are based in London and have a number of other exciting projects across the UK (where we will be opening new clinics in Oxford and Cambridge in 2026) and further afield.

We recognise there is a huge opportunity to embrace modern IT in healthcare and are doing exciting and innovative things. We believe we can drive significant differentiation by fully utilising information technology to deliver better outcomes, better patient experience and more efficient care. Please visit our website to learn more: <https://welbeckhealthpartners.com/>

The role

We are looking for an IT specialist to join our team. The team is key to our success, responsible for training supporting our clinical centres, staff and partners as well as maintaining a line of feedback between users and the rest of the IT team to ensure we can prioritise and implement effective system developments.

This is a great opportunity to join a fast growing organisation within an exciting team; work on innovative projects; contribute to the success of the organisation; and build a broad range of skills and knowledge.

Reporting to the Senior Systems Manager, you will take responsibility for a number of activities across our network of clinics and at head-office with a focus on training and improvement. Activities will include:

1. Staff training on clinical and BAU systems
2. System administration
3. Ongoing improvement activities
4. Establishing new Centres
5. Monitoring data quality

6. Building a successful team

Staff training:

- Develop and execute thorough training programmes for new staff including corporate staff, administrative staff, clinical staff (such as nurses and our doctor partners) and Medical Secretaries.
- Develop and execute ongoing training programmes for staff to maintain and constantly improve effectiveness of IT systems

System administration:

- Act as the primary system administrator for a number of the company systems
- Administer user management (add/remove/edit users or permissions)
- Apply basic and moderate configuration changes
- Act as the main point of contact for other departments that may be impacted by system changes

Ongoing improvement activities:

- Respond to user reported issues or problems, ensuring these are quickly resolved and remedies are put in place to prevent recurrence.
- Collect and monitor system feedback from IT system usage, user feedback and user development requests.
- Use system feedback to prioritise improvement activities (e.g. training, reconfiguration, development/ / enhancements, etc.) to ensure systems are continuously improving and always meet the needs of our clinic network
- Collaborate and coordinate with the IT Support function to monitor and maximise performance of this service.

Establishing new centres:

- Support & assist the wider IT and Infrastructure with deployment of existing systems to new clinics nationally and internationally.
- Support & assist the wider IT and Infrastructure team to design and implement new systems.

Monitoring data quality:

- Monitor the quality of data collected and identify areas of where data quality could be improved in order to better drive the business.

- Work with the broader team to prioritise and then support projects to implement remedies to improve data quality.
- Coordinate training programmes for the opening of new centres.

Building a successful team:

- Champion a customer service attitude to all other members of the organization
- Contribute to broader organizational activities such as team building, marketing, etc.

Role profile

Key characteristics, skills and experience:

- A university degree (Computer science or engineering preferred but not essential)
- Flexible and dynamic
- Can do attitude and willingness to help others
- Strong interpersonal skills (building relationships with a broad range of users)
- Passionate about using applications to deliver business processes
- Great attention to detail
- Problem solving skills (solving user issues, defining processes to work around system limitations, etc.)
- Ability to explain Application functionality to a broad range of user
- Highly IT applications literate / tech savvy (e.g. MS Excel, word, etc.)

Attractive (but not required) characteristics:

- Analytical and data analysis skills (e.g use of MS Excel to analyse data, produce charts)
- Project management

Benefits:

Private medical insurance

Pension