

# Job Description: Centre Director, Ophthalmology

**Location:** London

**Reporting to:** Divisional Director, Ophthalmology

**Contract:** Full-time, permanent

## About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare - combining calm, confidence, and clinical credibility in environments designed around people, not process.

We reject the impersonal and process-driven. Instead, we create refined, patient-centred spaces where consultants and teams are empowered to deliver world-class care and a seamless patient experience. Every Welbeck centre reflects our belief that excellence is achieved through partnership, purpose, and precision.

## The Role: Accountable Leader, Strategic Operator

As Centre Director, you're the accountable leader for our Ophthalmology Day-Case Centre, responsible for clinical quality, patient experience, people, and performance.

This is a senior leadership role that blends strategic oversight with hands-on operational management. You'll work in close partnership with our consultant community, nursing and theatre teams, and corporate colleagues in governance, HR, finance, and marketing.

Your mission is simple but vital: to create the conditions for great care to happen, every day, in every detail.

## Key Responsibilities

### Service Launch

- Support in launching ophthalmology at OneWelbeck (this is a new service), including hiring and training staff, develop SOPs, and setting up the operational aspects of the service

### Clinical Excellence & Patient Experience

- Maintain executive oversight of clinical safety, compliance, and governance, ensuring alignment with CQC standards and Welbeck frameworks. As Centre Director you will also be the Registered Manager with the CQC.
- Monitor key clinical indicators, including infection control, complication rates, and patient feedback, to drive continuous improvement and assurance.
- Champion a culture of calm excellence where every patient feels known, respected, and expertly cared for from consultation to discharge.

### Leadership & People

- Provide visible, values-led leadership to a multidisciplinary day-case team, fostering collaboration, accountability, and trust.
- Act as the primary operational partner to the consultant community, ensuring practice models are aligned and sustainable within the Welbeck standard of care.
- Partner with HR to embed strong engagement, retention, and development strategies that sustain a high-performing and stable workforce.

### Performance & Operations

- Deliver financial and operational performance in line with agreed budgets and KPIs, maximising safe theatre utilisation and optimising resource planning.
- Oversee scheduling, compliance processes, stock management, and patient flow to ensure efficiency and an exceptional patient journey.
- Identify opportunities to enhance productivity, margin, and quality, balancing commercial outcomes with outstanding clinical care.

## Partnership & Growth

- Collaborate with the Divisional Director and corporate teams to execute growth plans, expand service lines, and deliver local marketing initiatives.
- Build trusted relationships with referring optometrists, partner consultants, and key stakeholders in the ophthalmic community.
- Represent Welbeck externally as a visible ambassador for modern, patient-centred day surgery.

## About You

You're an experienced healthcare leader, calm, credible, and commercially aware. You bring a rare blend of clinical understanding and operational expertise, ideally gained within ophthalmology, day surgery, or a high-acuity outpatient environment. You care deeply about outcomes, people, and the details that define a five-star patient experience.

## You'll also bring:

- A proven record of leading multidisciplinary teams within a CQC-regulated healthcare setting.
- Deep understanding of clinical governance, patient safety, and quality systems in day-case or surgical environments.
- Experience managing budgets, theatre efficiency, and workforce planning to achieve quality and margin.
- Excellent communication, negotiation, and relationship-building skills across all levels.
- A mindset centred on continuous improvement, partnership, and culture-led leadership.

## Why Welbeck

This isn't just a role; it's an opportunity to help shape the future of private day surgery.

- Autonomy & Influence: A leadership community that trusts your expertise to drive excellence and growth.
- Purpose-Driven Culture: A values-led environment where world-class clinical care and operational performance go hand in hand.
- Growth & Impact: Be part of a network defining best practice in day-case healthcare and delivering experiences patients genuinely remember.