

Job Description: Patient Pathway Administrator - Ophthalmology Centre

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We are 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.

About the Ophthalmology Centre

Our new Ophthalmology Centre is a flagship development within the Welbeck network. Purpose-built to set a new benchmark for specialist day-case eye care. Designed from the ground up, it brings together state-of-the-art technology, beautifully considered clinical spaces, and a calm, modern environment that supports both exceptional care and exceptional teamwork.

As part of the founding team, you will help shape the culture, embed best practice, and play a meaningful role in creating a centre that patients trust and colleagues are proud to be part of. It is a rare opportunity to join something new, grow with it, and influence how outstanding ophthalmic services are delivered.

The Role

Part of our new Ophthalmology Centre, this role is an integral member of a team responsible for delivering a seamless and efficient patient pathway. You will work in a team to manage all administrative aspects of the patient journey, including welcoming patients, face-to-face and telephone appointment scheduling, front-of-house support, payment collection, being the first point of contact for patients and clinicians, and maintaining accurate electronic medical records.

Key Responsibilities

Professional Role

- Manage the full patient pathway, including front-of-house duties.
- Accurately schedule consultations (phone & face-to-face), diagnostics, and day-case procedures.
- Handle telephone and in-person enquiries sensitively and efficiently, offering reassurance and support while ensuring messages and concerns are relayed promptly to consultants and the clinical team.
- Act as a liaison between patients, clinical teams, and external stakeholders (PAs, practice managers, referring clinicians) to ensure seamless, integrated care pathways and smooth coordination between services.
- Process payments accurately, generate invoices, and prepare patient quotes.
- Handle financial enquiries and understand self-pay and PMI processes.
- Process invoices and patient/third-party billing as required, ensuring accurate and timely financial administration.
- Develop a clear understanding of individual patient pathways and manage each patient's journey through the Centre with professionalism, empathy, and a patient-centred approach.
- Maintain confidentiality and data security at all times, ensuring patient information is accurate and up to date across all relevant IT systems.
- Provide training and support to new team members.
- Support operational efficiency by managing office supplies and equipment, troubleshooting issues, and assisting in the implementation of new processes to enhance the private patient experience.
- Proactively contribute to the centre's reputation by seeking opportunities to add value, improve processes, and consistently exceed patient expectations.

Patient Education & Support

- Maintain clear communication with patients during their journey through the Centre.
- Promote patient dignity, privacy, and choice at all times.

Governance & Safety

- Adhere to infection prevention and control policies, maintaining high standards of cleanliness.
- Understand and ensure adherence to all Centre policies, processes and standard operating procedures.
- Promote a positive Centre culture that creates a welcoming environment for staff, patients and other service users.
- Actively contribute to maintaining and improving the quality and safety of care delivered at the Centre.
- Promoting a mature culture of incident reporting within the Centre.

Qualifications and Experience

Essential

- GCSEs (or equivalent) including English and Maths OR relevant vocational qualifications (e.g., BTEC, NVQ in Healthcare/Health & Social Care).
- Minimum 2 years' experience in a professional working environment.
- Demonstrated experience working effectively within a team.
- Demonstrated experience in managing sensitive patient/customer interactions with empathy, professionalism, and discretion.
- Commitment to equality, diversity and inclusion aligned with healthcare.

Desirable

- Experience handling appointment scheduling, clinician diary management, and coordination across multidisciplinary teams.
- Degree-level education or equivalent experience.
- Experience in the healthcare sector.
- Familiarity with private patient billing processes, invoicing, and liaising with third-party providers or insurers

Key Skills

- Excellent organisational skills
- The ability to work autonomously as well as part of a team
- Excellent interpersonal and communication skills
- The ability to set, implement and evaluate standards of practice
- The ability to work across functions and to manage pressure
- Strong numeracy and literacy skills

Why Welbeck

- **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.

Infection Prevention and Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of 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 and 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 Health Partners Safeguarding Child and Adult at Risks Policies and Procedures. Staff 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 in accordance with 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 strictly need to know basis in accordance with the responsibilities of the Business's Caldicott Guardian.

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 co-operate 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.

Risk

Accept personal responsibility for contributing to Welbeck's 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, in accordance with the business policy and training. Identify and report actual or potential hazards/ risks in the work environment in accordance with 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 use of Personal Protective equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality and 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 eliminate 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 Diversity and Equality Opportunity policy and an 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 practice.