

Job Description: Imaging and Diagnostics Administrator

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.

About the Imaging & Diagnostics Centre

Our Imaging & Diagnostics centre is a beacon of excellence, offering an array of investigations to support our clinicians in accurately and quickly diagnosing patients' conditions.

About the Role

In this role, you will contribute to developing our Centre of Excellence by working closely with the Pathology Coordinator to implement initiatives that enhance the patient experience. You will support the delivery of high-quality patient care and customer service through a broad range of administrative duties, using relevant IT systems to ensure a smooth and efficient service. With opportunities for ongoing training and development, you will continually build your knowledge while embracing innovation, trialling and adopting improved processes under the guidance of the Admin Lead and Business Manager. You will play an active role in maintaining quality assurance and driving performance improvement by ensuring compliance with regulatory requirements, evaluating service performance, and contributing to action plans. Above all, you will be part of a culture that prioritises continuous improvement, quality, and patient satisfaction.

Key responsibilities

- Create a positive first and lasting impression by offering visitors and patients a warm and professional welcome.

- Answer calls, emails and queries and complete all administrative duties, including uploading requests within the department.
- Send reports in a timely and efficient manner and manage urgent clinician, PA and patient requests.
- Escalate complaints, concerns and incident reports as required, including logging on RADAR and capturing compliments.
- Liaise with consultants, secretaries, radiographers and patient administration staff regarding patient information and appointment scheduling.
- Maintain accurate and complete patient records in line with OneWelbeck processes.
- Communicate in a friendly, helpful and non-prejudicial manner with staff, clients and patients, acting as a representative of the department.
- Ensure patient confidentiality is protected in accordance with OneWelbeck policies and statutory legislation.
- Assist with front-of-house duties and undertake other ad-hoc tasks as required.
- Complete daily, weekly and monthly checks and audits relating to administrative tasks, billing, collections and Centre policies.
- Manage transactions including issuing invoices and taking payments, following processes for cash, cheque and debit/credit card receipts.
- Be proactive in problem-solving and in identifying and implementing improved ways of working to enhance patient experience and service efficiency.
- Adhere to professional standards, policies and procedures, contributing to a safe and high-quality healthcare environment

Quality Care & Governance

- Participate in the governance schedule at OneWelbeck Imaging and Diagnostics, contributing to quality and service improvement initiatives.
- Build and maintain effective working relationships with all staff to support clear and efficient information exchange.
- Communicate complex information to patients, relatives and colleagues using a range of communication techniques, offering reassurance when required.
- Provide effective support to patients, including those who may be stressed, distressed or anxious about procedures.
- Maintain and develop skills and knowledge in line with departmental expectations, demonstrating reflective practice and ongoing professional development.
- Undertake professional audits as required and present findings at audit meetings.
- Promote and apply safeguarding principles for vulnerable adults and children, following appropriate policies and procedures.
- Attend internal and external meetings as delegated by the Senior Leadership Group.
- Manage and respond appropriately to verbal complaints, conflict and aggression, escalating when necessary.

- Adhere to GDPR and ensure all data is managed in accordance with legal and organisational requirements.
- Report incidents in a timely manner and contribute to developing and implementing action plans in response.

Values & Behaviours

- Demonstrates a strong commitment to quality, consistently promoting high standards to improve patient outcomes.
- Works collaboratively with colleagues to deliver safe, excellent care and a positive experience for patients.
- Values diversity operates with integrity, and treats others with compassion, empathy and respect.
- Communicates openly and effectively with patients, staff and relatives, ensuring clarity and professionalism.
- Works across boundaries, involving and respecting others, and contributing to collective success.
- Uses evidence to identify improvements, drive efficiency and support innovation.
- Actively engages in personal and professional development and supports the growth of others.

Qualifications and experience

Essential:

- Five GCSE (9 to 4)
- Experience of working unsupervised
- Experience of working as an administrator

Knowledge and Skills:

- Ability to work as part of a team
- Ability to cope with work pressures and manage time effectively
- Ability to make prompt decisions based on knowledge, experience and circumstances
- Ability to work using own initiative but also know when to seek assistance and guidance
- Demonstrate effective verbal and written communication skills
- Computer and Keyboard skills
- Keep all records up to date in clear, accurate and concise manner on a day-to-day basis
- Evidence of ability to assess the needs of a patient
- Willing to work flexible hours and participate in the out of hours duties roster
- Ability to prioritise own workload

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.