

# Job Description: Centre Director – Skin Health & Allergy

**Location:** Welbeck, London

**Function:** Skin Health & Allergy

**Reporting to:** Divisional Director

**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 multidisciplinary teams are empowered to deliver world-class care, exceptional outcomes and seamless patient experiences.

## The Role: Centre Director

This is a senior leadership opportunity to play a pivotal role in the delivery and growth of a flagship specialist healthcare centre within Welbeck. As Centre Director you will be responsible for leading a high performing, multidisciplinary team to deliver exceptional patient care within a state-of-the-art private clinical environment.

We are seeking an outstanding Centre Director to lead the Skin Health and Allergy Centre at Welbeck. This is an exciting opportunity for an experienced healthcare manager to work with a group of leading Dermatology, Plastics and Allergy consultants to operate and drive growth through this specialist Centre. Welbeck currently offers a full complement of Skin Health and Allergy treatments including:

- MOHs Surgery
- Laser Services
- Consultations
- Mole Mapping
- Phototherapy
- Allergy, patch testing, food and allergy testing and skin prick testing

The role comes at a particularly exciting time with the opening of a multi-million-pound expanded dermatology centre in 2026, this will double the capacity of the centre in both consult and procedure spaces. This role will be heavily focused on supporting the growth in services and operationalising the centre to be one of the largest private dermatology centres in the world in terms of doctor concentration with over 70 Clinicians currently and floor space occupied.

## **Key Responsibilities**

### **Operations & Service Delivery**

- Manage daily centre operations to ensure smooth and efficient performance, while delivering growth initiatives that expand our service offerings and enhance patient outcomes.
- Support administrative and clinical teams to provide exceptional patient care and experience.

### **2. Clinical Services & Innovation**

- Oversee diagnostic and treatment services, including:
  - **Imaging:** Diagnostic Ultrasound, Standing CT.
  - **Image-Guided procedures:** Ultrasound-guided minor procedures and injections.
  - **Neurological diagnostics:** EMG/nerve conduction studies, EEG, Home Sleep Study
  - **Infusions:** including Zoledronate, Ketamine and lidocaine
  - **Pioneering treatments:** Subcutaneous Ocrelizumab injection
- Support the adoption of innovative diagnostics, procedures and technologies.

### **3. Commercial & Financial Management**

- Identify opportunities to drive revenue and profitability.
- Manage the centre's budget and support financial planning.
- Collaborate with stakeholders to drive growth.

### **4. Quality Assurance & Performance Improvement**

- Ensure compliance with CQC and regulatory standards.
- Use performance metrics and patient feedback to drive quality improvements.
- Foster a culture of continuous improvement.

### **5. People Management & Leadership**

- Lead, mentor and manage centre staff (Business Manager, Clinical Leads and Billing Manager)
- Oversee recruitment, training and professional development.

### **6. Stakeholder & Relationship Management**

- Build strong relationships with key groups including:
  - Joint Venture Board, invested partner doctor partners, clinical leads, corporate teams (IT, Finance, Commercial, Procurement, HR, Clinical Quality), patients, suppliers, centre staff, director peers, and referring stakeholders.
- Facilitate effective communication and collaboration.

## **7. Regulatory, Governance & Safety**

- Align processes with gold-standard practice and CQC requirements.
- Act as CQC Registered Manager, overseeing risk management, patient safety and clinical governance.

## **About You**

You are an ambitious, resilient, and highly capable healthcare leader with both clinical credibility and strong management expertise.

You may come from a nursing, allied health professional, physiotherapy, medical, or equivalent healthcare background, with proven experience leading complex healthcare operations and CQC-regulated services. You bring a blend of operational expertise, commercial acumen, and a deep understanding of regulatory frameworks, enabling you to balance patient care excellence with sustainable business growth. You are confident working in fast-paced, evolving environments and are comfortable leading through periods of change and expansion.

A natural collaborator and communicator, you build strong relationships across multidisciplinary teams and with senior stakeholders. You lead with integrity, resilience, and clarity, inspiring high performance while supporting the development of others.

## **Essential Experience & Qualifications**

- Proven healthcare management experience (operations, administration, commercial).
- Bachelor's degree in healthcare, business, or a related field.
- NMC / HCPC Registration
- Strong grasp of regulatory compliance and quality standards.
- Data-driven decision-maker with excellent communication and collaboration skills.

## **Desirable Qualifications**

- Recognised leadership management training (e.g., MBA, leadership certification).
- Knowledge and understanding of Dermatology, Allergy, Phototherapy, Mole Mapping and plastics.

## **Key Competencies**

- Leadership & People Management: Inspire and drive team performance. Build strategic partnerships and relationships.
- Financial Acumen: Analyse and influence financial trends, budgeting, forecasting and revenue growth.

- **Adaptability & Agility:** Effectively navigate dynamic challenges in a fast-paced environment.
- **Communication & Influence:** Skilled in presenting, negotiating, and persuading.
- **Integrity & Resilience:** Uphold professionalism and accountability.
- **Planning & Organisation:** Manage time and resources efficiently.

## Core Values at Welbeck

As a leader at Welbeck, you will embody and promote our core values:

- **Collaboration:** Harnessing strength in difference.
- **Ambition:** Seeing beyond the now.
- **Kindness:** Supporting others.
- **Empowerment:** Unleashing potential.

## Why Welbeck

This is an opportunity to join one of the UK's most ambitious and innovative private healthcare organisations at a pivotal stage of growth.

- **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.